Position Title: Child Advocate/Volunteer Coordinator
Exempt/Non-Exempt: FT Non-Exempt
Title Position Reports To: Director of Operations

Job Summary:
The Child Advocate/Volunteer Coordinator ensures that all clients, visitors and community partners are received and directed appropriately in a caring and professional manner, both in person and by phone, at the Dee Norton Child Advocacy Center’s downtown location. This individual is responsible for ensuring safety, supervision and support for children in the lobby waiting area. In addition, this person recruits, trains, and manages the Child Advocate volunteers for both locations.

Job Details:

Reception
- Ensure that all clients, callers and visitors to Dee Norton are greeted in a professional manner and notify the appropriate Dee Norton staff members as needed.
- Answer phones professionally and confidentially, and appropriately direct calls/take messages.
- Execute and update the phone protocol to include turning phones over to answering service and ensuring after hours on call scheduling information is provided to answering service to ensure appropriate phone coverage at all times.
- Serve as a liaison between clients, visitors and Dee Norton staff, and promote professionalism as a representative of Dee Norton to the clients being served.
- Assist in maintaining a safe, clean, and welcoming physical environment in the reception area.

Child Advocacy
- Interact with children in the lobby to help reduce stress and anxiety related to separation from their caregivers while they are engaged in receiving services at the Dee Norton.
- Serve as a liaison between families and the clinical staff and provide feedback to the clinical team regarding observations of child(ren)’s behavior and family interactions in the waiting area when appropriate.
- Ensure that culturally competent periodicals and toys are available in the waiting area.
- Maintain a safe and tidy waiting area, to include sanitizing toys and books on a regular basis.

Volunteer Management
- Develop volunteer job descriptions and maintain volunteer manual.
- Maintain a schedule for coverage of Child Advocates and/or volunteers for the lobby at both locations.
- Respond to Child Advocate volunteer requests within 72 hours and implement regular, consistent orientation for Child Advocate volunteers and Dee Norton interns.
- Refer undergraduate interns/volunteers for other departments to the appropriate department supervisors. Assist new interns with the orientation checklist. Maintain intern files including initial contact, performance evaluations, and time logs.
- Maintain required documentation and volunteer/intern time logs to meet legal and grant requirements.
Plan, organize, and implement volunteer recognition events and activities.
Address concerns and questions from Child Advocate volunteers as needed

**Clerical**
- Set up new client charts with necessary paperwork and have a minimum of 10 prepared charts available at all times.
- Post conference and board room schedules in calendar format each day.
- Process daily incoming and outgoing mail and faxes.

**Other Responsibilities**
- Adhere to Dee Norton’s Vision, Mission and Core Values.
- Attend appropriate training workshops and conferences.
- Ensure direct supervisor and/or the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the ED and/or Leadership Team.
- Abide by federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meet all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fundraising events annually on behalf of Dee Norton.

**Requirements:**

**Background Experiences**
- High School Degree
- Experience in customer service and working with children.
- Working knowledge of office equipment and basic computer functions.
- Other combinations of experience and education that meet the minimum requirements may be substituted.

**Knowledge, Skills and Abilities (KSAs)**
- Awareness and understanding of child abuse dynamics and its potential impact on client relations.
- Demonstrated ability to excel in interpersonal and intercultural communication skills.
- Demonstrated high quality written and verbal communication skills.
- Strong organizational skills with demonstrated ability to perform multiple job functions.
- Demonstrated ability to respond with professionalism and operate multiple phone lines.
- Possess creative problem-solving skills.
- Ability to work well in multicultural teams and with diverse constituencies.

**Competency Profile/Core Values Alignment**
- Contribute to an environment of trust and mutual respect.
- Maintain a high level of personal responsibility and ownership.
- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive professional relationships, and actively contribute to creating a highly cooperative work environment.
- Desire to continually improve, seek learning opportunities and increase individual and organizational capacity.
- Ability to take initiative and manage multiple responsibilities with changing priorities and meet deadlines.
**Physical Requirements:**
In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

**Employee Conduct:**
It is the responsibility of every employee at Dee Norton to contribute to a positive work environment through teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.