



CASA FOR THE HIGHLAND LAKES AREA

Safety • Stability • Hope

Employment Opportunity

Volunteer Recruitment & Training Coordinator

Help recruit, prepare, and support the community volunteers who speak up for children.

Classification	Full-Time, Non-Exempt 40 hours per week
Reports To	Program Director
Location	Marble Falls, Texas, with travel throughout the five-county service area
Compensation	\$45,000-\$48,000 annually, depending on qualifications and experience
Application Deadline	Friday, August 21, 2026

Position Summary

The Volunteer Recruitment & Training Coordinator is responsible for developing and maintaining a strong pipeline of qualified CASA volunteers and preparing them to provide effective, informed, and trauma-responsive advocacy for children and families involved in the child welfare system.

This position oversees the volunteer journey from initial inquiry through screening, pre-service training, onboarding, swearing-in, and readiness for case assignment. The Coordinator also supports continuing education and volunteer engagement in collaboration with the Program Director, Advocate Supervisors, Development Director, and Executive Director.

The Coordinator serves as the primary point of contact for prospective volunteers and helps ensure recruitment, screening, training, and documentation meet agency policies and applicable Texas and National CASA standards. Primary responsibility for supervision of active advocates begins after assignment to a case and remains with the Advocate Supervisors.

1. Volunteer Recruitment and Pipeline Development — 25%

- Develop and implement an annual volunteer recruitment plan in coordination with the Program Director, Development Director, Executive Director, staff, board members, and current volunteers.
- Maintain an active and consistent pipeline of prospective volunteers sufficient to support the agency's advocacy needs.
- Serve as the primary point of contact for prospective volunteers and provide timely, clear information about CASA service, eligibility, training expectations, time commitments, and the realities of the advocacy role.
- Conduct consistent follow-up from initial inquiry through application and training enrollment.
- Coordinate and deliver volunteer-focused information sessions, presentations, and recruitment activities.
- Collaborate with the Development Director on broader community outreach opportunities while maintaining primary responsibility for volunteer recruitment strategy and prospective volunteer follow-through.
- Build relationships with civic groups, employers, faith communities, colleges, professional associations, and other potential volunteer referral sources.

- Track recruitment sources, inquiries, conversion rates, applicant progress, and recruitment outcomes; evaluate results and recommend adjustments.

2. Volunteer Screening and Applicant Evaluation — 20%

- Guide prospective volunteers through the application and screening process.
- Review applications, conduct pre-training interviews, coordinate reference checks and required background screenings, and follow up on missing information.
- Evaluate applicants for suitability, readiness, judgment, communication skills, reliability, boundaries, and alignment with CASA values and expectations.
- Maintain clear, objective, confidential, and timely documentation throughout the screening process.
- Communicate concerns to the Program Director and participate in decisions regarding acceptance, postponement, remediation, or discontinuation from training.
- Support the creation and maintenance of complete volunteer files.

3. Pre-Service Training and Onboarding — 30%

- Plan, schedule, coordinate, and facilitate CASA pre-service training using approved CASA curriculum and agency-specific materials.
- Present the CASA Volunteer Advocate role clearly, realistically, and enthusiastically using effective adult-learning practices and varied teaching methods.
- Coordinate training logistics, materials, speakers, facilities, technology, attendance, make-up sessions, and trainee communications.
- Monitor attendance, participation, assignments, understanding, professionalism, and readiness throughout each training cycle.
- Provide timely, constructive feedback and document trainee progress or concerns.
- Collaborate with program staff to ensure training reflects current child welfare practices, court expectations, agency procedures, and volunteer needs.
- Review and update agency-specific training content as standards, laws, policies, and practices evolve.
- Ensure all required training and screening are completed before approval for service.
- Coordinate onboarding, volunteer agreements, required acknowledgments, swearing-in preparation, and readiness for assignment.
- Provide program leadership with relevant information about each new volunteer's strengths, experience, availability, preferences, support needs, and areas for continued development.

4. Continuing Education and Volunteer Development — 10%

- Assist in planning, coordinating, and promoting continuing education opportunities for active volunteers.
- Collaborate with the Program Director and Advocate Supervisors to identify learning needs and develop responsive training opportunities.
- Identify qualified speakers and community partners; coordinate logistics, attendance, evaluations, and follow-up materials.
- Share approved external training opportunities and educational resources.
- Support volunteer retention through opportunities for continued learning, connection, recognition, and professional growth.

5. Records, Compliance, Data, and Reporting — 10%

- Maintain accurate and timely records related to volunteer inquiries, screening, training, attendance, onboarding, and continuing education.
- Ensure volunteer files contain required documentation and comply with agency policy and applicable CASA standards.
- Enter and maintain recruitment and training information in agency systems.
- Track and report recruitment activity, applicant progress, training participation, completion rates, and related outcomes.

- Prepare regular reports and assist with information needed for grants, audits, board reports, Texas CASA reporting, quality assurance, and program evaluation.
- Recommend improvements to recruitment, screening, training, documentation, and onboarding systems.
- Help maintain volunteer manuals, training guides, forms, procedures, and related materials.

6. Collaboration and Agency Participation — 5%

- Work closely with the Program Director and Advocate Supervisors to understand volunteer capacity and case-assignment needs.
- Collaborate with the Development Director on community outreach, recruitment promotion, and events while maintaining clear ownership of the volunteer pipeline and applicant follow-up.
- Coordinate with the Office Manager on records, forms, logistics, purchasing, scheduling, and administrative processes.
- Participate in staff meetings, program meetings, strategic planning, agency events, and special projects.
- Represent CASA for the Highland Lakes Area professionally and perform other duties as assigned.

Required Qualifications

- Bachelor's degree in education, social work, communications, nonprofit management, criminal justice, child development, psychology, human services, or a related field; equivalent relevant experience may be considered.
- Relevant experience in training, teaching, facilitation, volunteer coordination, recruitment, community engagement, nonprofit programming, or a related field.
- Ability to present information effectively to adults in individual, small-group, classroom, and virtual settings.
- Strong interpersonal, written, verbal, organizational, and follow-through skills.
- Sound judgment and ability to assess applicants objectively, provide constructive feedback, and maintain professional boundaries.
- Ability to manage confidential and sensitive information with discretion.
- Ability to work independently and collaboratively in a small-team environment.
- Proficiency with Microsoft Office, email, shared calendars, virtual meeting platforms, presentation software, online forms, and database systems.
- Reliable transportation, valid driver's license, and appropriate automobile insurance.
- Ability to travel throughout Burnet, Blanco, Llano, Lampasas, and San Saba counties.
- Ability to work a flexible schedule. Most training sessions are held during regular office hours, with occasional evening or weekend classes, presentations, or community events as needed.
- Ability to successfully complete all required background checks and conditions of employment.

Preferred Qualifications

- Experience with CASA or another volunteer-driven nonprofit.
- Experience recruiting, screening, training, or supporting volunteers and adult learners.
- Knowledge of child welfare, child abuse and neglect, trauma, family systems, court processes, permanency, adoption, or related advocacy issues.
- Training or experience in trauma-informed care or trauma-responsive advocacy.
- Experience working in a rural or multi-county service area.
- Experience developing training materials, tracking outcomes, or using volunteer-management, case-management, or learning-management systems.
- Bilingual communication skills are a plus.

Benefits

- Health insurance available after 30 days of employment, or a wellness fringe benefit option.
- Monthly cell phone stipend.
- Mileage reimbursement for approved business travel at the current IRS standard mileage rate.

- Vacation, sick, and personal leave accrued monthly.
- Generous paid agency holidays that are separate from accrued leave balances.
- Extended winter office closure, typically providing approximately two weeks away from the office depending on how the holidays fall each year.

Work Schedule and Environment

This is a full-time, non-exempt position scheduled for 40 hours per week. Standard office hours are generally Monday through Friday. Most training sessions are held during regular office hours; occasional evening or weekend classes, presentations, and community events may be required. The position includes office-based work, local travel, virtual meetings, community presentations, and training facilitation.

The employee may occasionally be required to stand for extended periods, set up training or event spaces, move supplies, bend, reach, sit, walk, and lift or carry materials. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

First-Year Success

- Independently manage prospective volunteers from inquiry through training completion and onboarding.
- Facilitate high-quality pre-service training with confidence, consistency, and sound adult-learning practices.
- Maintain timely, complete, and accurate applicant and training records.
- Provide appropriate feedback and recommendations regarding volunteer readiness.
- Maintain a healthy, measurable volunteer pipeline across the five-county service area.
- Develop strong working relationships with staff, volunteers, and community partners.
- Demonstrate how recruitment efforts convert into qualified, trained, assignment-ready advocates.

How to Apply

Applications must be received by Friday, August 21, 2026.

To apply, visit highlandlakescasa.org/careers to download the employment application. Email the following materials to info@highlandlakescasa.org:

- Completed employment application
- Resume
- Cover letter

Equal Employment Opportunity

CASA for the Highland Lakes Area is an equal opportunity employer. Employment decisions are based on organizational needs, job requirements, and individual qualifications without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable law.

This job description is not a contract of employment and may be amended based on the needs of the organization. Employment is at will as permitted by Texas law.