Outreach & Training Coordinator
Department: Program
Reports To: Program Director
Location: Media, PA
Job Type: Full-Time

About the role

The Outreach & Training Coordinator plays a vital role in **recruiting, training, and supporting volunteer advocates** who serve children and youth involved with the child welfare system in Chester and Delaware Counties. This is a hands-on, community-facing role for someone who enjoys connecting with people, teaching adults, and thinking strategically and creatively about how to build a strong, lasting volunteer community.

What you'll do

- **Recruitment**
  - Plan and carry out recruitment strategies that bring a diverse group of volunteers to CASA
  - Represent CASA in the community at info sessions, volunteer fairs and other events
  - Build relationships with organizations and partners that will expand CASA's volunteer pipeline
  - Work with our team on outreach and training materials and social media content
  - Track efforts to outcomes and adjust your approach

- **Train and Onboard**
  - Manage application screening for new advocates
  - Lead core advocate training, in person and virtual
  - Update and adapt training materials

- **Volunteer Support & Retention**
  - Offer continuing education, support circles, and appreciation events
  - Gather feedback from staff and advocates to put retention strategies in place

- **Program Support**
    - Coordinate our Youth Voices Council, a group of young adults who were formerly served by CASA
    - Provide supervision to a small number of advocates/cases, in order to better understand the advocate experience
    - Work with staff to integrate advocates into agency initiatives
    - Use data to improve recruitment and training

What we're looking for

- **3+ years** of experience in volunteer management, social services, nonprofit work, community outreach, or training (or an equivalent mix of education and experience). A Bachelor's degree is required; a Master's in social work or a related field is a plus.
- Strong communication and relationship-building skills, and comfort presenting to groups
- Experience or interest in adult learning, including live and virtual training
- Good organization and follow-through, and the judgment to know when to ask for guidance
- Comfort with common technology tools (Microsoft Office) and willingness to learn new platforms (Airtable, Canva, Constant Contact, and our case management database).

What to expect

- Based in our Media office, with at least two days a month at our West Chester office
- Travel across Delaware and Chester Counties
- Occasional evening and weekend hours required to include advocate training, community recruitment opportunities and volunteer retention events. Hours worked outside the regular schedule can be offset with adjusted hours or comp time, in coordination with your supervisor.

What we offer

- $60,000 salary
- Generous PTO
- Health and dental coverage with 90% of premiums paid by CASA
- 403(b) with 3% employer match after one year
- Life and short- and long-term disability insurance

CASA Youth Advocates serving Delaware and Chester counties does not discriminate on the basis of race, color, religion (creed), gender, sexual orientation, gender identity or expression,

age, national origin (ancestry), disability, marital status, or military status, in any of its activities or operations.

Every child **seen**. Every child **heard**. Every child **home.**