



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 CASA volunteer advocates who serve children in Chester and Delaware Counties. This position combines outreach, training, and relationship-building to ensure advocates feel prepared, engaged, and connected to CASA's mission.

Key Responsibilities

- **Recruitment & Outreach**
 - Develop creative strategies to recruit a diverse pool of advocates.
 - Represent CASA at community events, information sessions, and partner meetings.
 - Build connections with local organizations, businesses, and community leaders.
- **Training & Onboarding**
 - Manage and facilitate high-quality core advocate training sessions.
 - Maintain and update training materials in collaboration with program leadership.
 - Oversee submission and screening of application materials for all new advocates
- **Volunteer Support & Retention**
 - Create ongoing engagement opportunities, support circles, and appreciation events.
 - Develop and deliver continuing education opportunities for advocates.
 - Monitor advocate satisfaction, gather feedback, and implement retention strategies.
 - Participate in volunteer evaluation and feedback.
- **Collaboration & Program Support**
 - Work with staff to integrate advocates into agency initiatives.
 - Track and analyze data to inform best practices in recruitment and training.
 - Provide case supervision for a small caseload of advocates.

Qualifications

- Master's degree preferred in social services or related field; equivalent experience considered.
 - 5+ years' experience in volunteer coordination, social services, or nonprofit work.
 - Strong communication, training, and relationship-building skills.
 - Skilled in volunteer engagement and community outreach.
 - Proficiency with Microsoft Office and database systems.
-

What We're Looking For

We seek a dynamic team player who is passionate about child advocacy and skilled at inspiring and supporting volunteers. The ideal candidate thrives in community outreach, enjoys training and mentoring others, and brings strong organizational and data-tracking abilities to strengthen CASA's mission.

The position is based in CASA's Media office with at least twice monthly travel to West Chester office. Due to nature of position, opportunity for remote work is limited.

Salary & Benefits: \$58,000 and high-quality benefits package, including generous PTO package, health care and dental with 90% employer premium coverage, 403b with employer match after one year of employment, life and short-/long-term disability coverage.

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.