



CASA of Humboldt
Job Description
Job Title: Temporary Operational Support
Revise Date: 9-25-25

Job Summary: Provides organizational and logistical support to ensure smooth operations of the organization; provides coordination of efforts to recruit, train, and offer continuing education hours to volunteer advocates; supports the referral process by requesting needed documentation, scheduling and completing matching interviews, and scheduling appointments for volunteers to read prospective matches; assists in the implementation of the program's outreach plan, including but not limited to scheduling presentations, tabling at community events, and presenting to the community regarding CASA of Humboldt services; assist with data tracking systems and procedures per National CASA Standards and funder requirements; provides administrative support around general office operations

Classification: Non-exempt

Reports To: Executive Director

Expected Hours of Work: Variable hours based on business need

Salary: Range of \$28.62/hour to \$36.12/hour depending on experience and qualifications

Minimum Qualifications:

CASA of Humboldt is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status or genetic information.

Required:

- Bachelors' degree in child development, psychology, social work, counseling, or related field
- 10 years' experience in the areas of office management and/or community engagement
- Proficiency in computer and technology software, such as Word, Excel, Outlook, PowerPoint, and Zoom
- Proficiency using databases and/or spreadsheets to track, monitor, and analyze data
- Excellent verbal and written communication skills

Preferred:

- Masters' degree
- 5 years' experience in the areas of office management and/or community engagement
- Prior experience working in programs serving children and families
- Familiarity with the child welfare system

Essential Functions:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.



Quality

1. Provides coordination of efforts to recruit, train, and offer continuing education hours to volunteer advocates, ensuring National CASA standards are met
2. Coordinates the processing, screening, tracking, and triaging of referrals, including matching referral to prospective advocates, submitting orders to the Court, and obtaining any additional authorizations needed by the program
3. Assists in the implementation and refinement of data tracking systems and procedures as required by National CASA standards and funder requirements
4. Assists in the implementation of the program's outreach plan, including but not limited to scheduling presentations, tabling at community events, and presenting to the community regarding CASA of Humboldt services
5. Provides administrative support around general office operations (e.g., inventory tracking, phone system set-up, facility upkeep, processing bills, sending thank you notes, etc.)

People: Develops and positive working relationships with colleagues, demonstrates clear and effective communication (verbal and written), and keeps private discussions confidential

Service: Holds self accountable to providing the highest level of customer service to internal and external customers and is available for work on a consistent and timely basis

Finance: Uses time, resources, and supplies responsibly and accurately tracks time worked in appropriate systems

Community: Demonstrates support of the mission at CASA of Humboldt and presents a positive and professional image to community partners

Printed Name

Signature

Date