



## **Intake & Front Office Specialist Job Posting**

**Who We Are and What We Do:** Founded in 1986, CASA for Children is Oregon's largest and longest serving CASA organization, representing Multnomah, Washington, Columbia, and Tillamook Counties and almost one-quarter of Oregon's foster children. Through training and mentorship, we empower community members to stand up for children who have experienced abuse and neglect and champion their best interests in court. We dedicate our resources to recruiting, training, and supporting volunteers in order to provide quality advocacy to as many children as we can.

### **Mission:**

CASA for Children strives to improve outcomes for children in foster care by recruiting, training, and supporting community volunteers to advocate for the best interests of children who have experienced abuse and neglect.

### **Vision:**

We imagine every child thriving in a permanent, safe, and nurturing family.

### **Values Statement:**

We strive to uphold in every action and interaction: compassion, commitment, integrity, inclusivity, justice, equity, and respect.

**Where You Will Work:** The CASA office at – Multnomah County Office 1401 NE 68th Ave, Portland, Oregon 97213.

**Who You Will Report To:** Office Manager and Program Director.

**Position Type:** Full time, non-exempt (hourly) employee.

**Position Description:** The Intake & Front Office Specialist is the first point of contact for new CASA appointments across Multnomah, Washington, Columbia, and Tillamook Counties. The Specialist is responsible for creating new case records, interfacing with legal parties and caseworkers, and collaborating with program staff regarding waitlist cases. In addition, this position supports the Front Office by interacting with volunteers, staff, and community partners, and provides clerical/administrative/database support to volunteers and CASA staff.

**What You Will Do:****Program Intake (.5 of this position) \*Direct Report to: Program Director**

- Receive new CASA Appointments from the courts in Multnomah, Washington, Columbia, and Tillamook Counties:
- For Multnomah County Only:
  - Attend and take notes at daily preliminary shelter hearings
  - Monitor waiting cases as needed; attend court hearings and meetings for unassigned cases and update program database (Optima) with case/hearing notes
- For All Counties:
  - Create new case records in Optima database for newly appointed cases; research case background on eCourts; upload case-related documents
  - Contact ODHS caseworkers to obtain key information for children and families on waitlist
  - Maintain waitlist spreadsheet
  - Run monthly exception reports indicating database clean-up needs such as correcting or updating missing information, general demographics, date of birth on both volunteers and children

**Front Office/Program Support (.5 of this position) \*Direct Report to: Office Manager**

- Provide front office coverage including answering the main phone line, greeting and directing walk-ins and acting as back-up for the Office Manager
- Process court documents and program-related communication, utilizing multiple types of organizational, judicial, document filing, and background reporting databases
- Create and process CASA Appointment documentation
- Manage closed case process which includes: creating and mailing of letters and certificates, maintaining tracking spreadsheet, and coordinating with executive assistant on end of case interview scheduling
- Create weekly dockets of upcoming hearings for two counties
- Create and file CASA Assignment and Resignation documentation
- Assist with maintenance and organization of reception, kitchen and office space.

**Qualifications You Will Need:**

- Education obtained either through a bachelors' degree or lived/work experience or a combination of the two
- Minimum 2 years work experience preferably with similar job duties
- A commitment to advancing and modeling diversity, equity and inclusion

**Other Knowledge, Skills & Abilities You Will Need:**

- Familiarity with the juvenile dependency system a plus
- Ability to maintain confidentiality and have appropriate professional boundaries

- Desire to be a part of a team and support agency goals.
- Planning/Organizing: Strong organizational and time management skills. Ability to multi- task, set priorities, meet deadlines, and prioritize/plan work activities
- Effective time management with a demonstrated ability to work independently
- Strong written and verbal skills
- Ability to effectively utilize technology and software, including MS Office Suite, Google mail, Google drive and databases
- Demonstrated commitment to cultural competence
- Ability to be responsive to many different people/communication styles

#### **Other Requirements:**

- Successfully complete criminal justice and ODHS abuse registry background checks (*Note: CASA evaluates the results of each background check on a case-by-case for context and relevance to this job.*)
- Proof of U.S. residency
- Complete CASA's "*Knowing Who You Are*" anti-bias, cultural competency training in your first six months of employment
- Complete CASA Training Academy to gain knowledge regarding dependency judicial system, courtroom etiquette, and skills in best interest advocacy,
- Complete 12 hours of continuing education annually.

#### **Your Salary & Compensation:**

This 40 hour weekly position is \$22.28 hourly/\$46,342 annually. Compensation includes an 90% employer paid benefits package with medical, dental and vision coverage (including mental health coverage), **OR** an annual additional benefits stipend of ~\$8,286 with waiver of employer medical, dental, and vision coverage, employee assistance program, disability, and life insurance. CASA also provides a 401(k) retirement plan with eligibility after 6 months; this includes matching up to 5% of employee salary deferrals.

**Special Perks: A generous 4 weeks ( prorated from date of hire),** of paid time off (PTO) awarded upon hire, plus 1 additional wellness day per quarter. **19 annual paid holidays,** including a special birthday PTO holiday, and a week-long PTO year-end holiday schedule, all to help with work/life balance.

**How You Can Apply:** Send your resume and cover letter to [jobs@casahelpskids.org](mailto:jobs@casahelpskids.org) noting **Intake & Front Office Specialist**. Please let us know where you heard of the opening so we can gauge the success of our outreach efforts.