



Canopy Center

Job Announcement - Case Coordinator (LTE)

Come join us! We're looking for a temporary, half-time Case Coordinator for our supervised visitation program, Parent to Child (P2C). P2C Case Coordinators provide professional staff support to volunteers and interns serving as visit supervisors. Case Coordinators are responsible for coordinating and scheduling supervised visits and for supervising volunteer supervisors. They also manage communication with caseworkers and provide general program support in the form of volunteer training, maintaining case records, and providing coverage as needed.

About us: Canopy Center is a non-profit agency located in Madison, Wisconsin that provides services to children and families in our community impacted by trauma and adversity.

Canopy Center's **Parent to Child** (P2C) program provides supervised visits between children and a biological parent who is ordered to or has agreed to supervised visits. These visits are provided in a safe and neutral setting with trained volunteer supervisors. This program has been operating since 2015.

We offer a safe environment and are able to serve families with sensitive situations, such as domestic abuse issues, and restraining or no-contact orders.

Job Title: Case Coordinator

Qualifications: The Case Coordinator position requires the ability to communicate with, supervise, and empower volunteers to be effective in their role; the ability to work cooperatively with different personality types; knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect and supervised visitation service provision; comfort level with working with families, social workers and attorneys; and excellent writing and proof-reading skills. Ability to make quick decisions, especially in cases when child safety is at issue. Ability to speak publically to provide training to volunteers and interns, and in a court setting, as needed.

Some things you would do:

- * Accompany a new volunteer during their first visit, modeling proper supervision during the visit and responding to their questions and concerns afterward.
- * Review supervision notes written by a volunteer for clarity and objectivity, providing constructive feedback.

To succeed, you should be: Responsible, organized, and a good communicator.

Position Details

Official Duties:

Volunteer Supervision

- Assist in training of new volunteers
- Maintain volunteer/intern availability
- Assist with diversity efforts
- Accept new cases and assist with assignment of appropriate volunteers/interns, in consultation with the Program Director
- Review all reports prior to submission to county social workers
- Accompany volunteers to first visits with assigned family
- Provide support and assistance to volunteers
- Participate in volunteer/intern evaluations as assigned by the Program Director
- Assist with volunteer appreciation efforts

Program

- Prepare and distribute case assignment documentation
- Help develop initial case plans and ongoing strategies for supervised visits
- Reschedule cancellations or find coverage for a visit if the assigned volunteer/intern is not available
- Maintain the Google Calendar and visit tracking sheet
- Maintain case files in office
- Maintain case tracking database (Salesforce) to ensure all visits are recorded and accurate
- Attend team meetings or other engagements when volunteers/interns are unable to attend or need support
- Correspond with other professionals on cases when volunteers/interns need assistance
- Assist in tracking program data, statistics and/or compiling reports as requested
- Assist on general P2C matters as needed, including special events
- Assist in developing program improvements and initiatives, including parent assessment and education/skill training
- Attend staff meetings and assist in the evaluation and improvement of the program
- Work with P2C staff on supervised visitation best practices
- Provide program office coverage as assigned by the Program Director
- Attend conferences/seminars/meetings as needed or requested by the Program Director
- Participate in performance evaluations of this position as directed by the Program Director

Other duties as assigned

Other Requirements:

Hours	Approximately 20 hours per week; regular afternoons/evenings (2 PM and later) and weekends required. Hours split between work from home and in-person.
Physical	Access to a vehicle and ability to drive to scheduled meetings in the office (2445 Darwin Rd, Suite 15 / Madison, WI 53704) or around Dane County. Ability to go to first visits which may include climbing stairs, walking some distance, and sitting. Ability to see and hear which is required in the most stringent supervised visits, to allow for proper supervision levels and accurate reports.
Education	High school diploma.

Pay:

\$18.50-\$20.00 per hour, based on education and experience.

To Apply:

Download application packet from website at <http://canopycenter.org/how-to-help/careers.html>, or contact Human Resources at personnel@canopycenter.org to receive an application packet. Must return all of the following to be considered:

1. Cover letter;
2. Resume;
3. A list of three professional references;
4. Answers to application questions;
5. Completed employee verification, authorization, and release statement; and
6. Completed federal reporting form.

The position will be posted until filled.



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Application Questions

Instructions:

Please include the following information when you submit your cover letter and resume for the Case Coordinator (LTE) position at Canopy Center.

Basic Qualifications of Position – Please consider the qualifications listed below. If you have not done so in your cover letter or resume, please CLEARLY state how you meet the qualifications.

The Case Coordinator position requires the ability to communicate with, supervise, and empower volunteers to be effective in their role; the ability to work cooperatively with different personality types; knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect and supervised visitation service provision; comfort level with working with families, social workers and attorneys; and excellent writing and proof-reading skills. Ability to make quick decisions, especially in cases when child safety is at issue. Ability to speak publically to provide training to volunteers and interns, and in a court setting, as needed.

Please answer the following questions:

1. Is there a name you prefer to be called (other than the one on your resume)? _____
2. What pronouns should we use when referring to you? (optional) _____
3. Are you proficient in word processing and spreadsheet software (Microsoft Word / Google Docs, Excel / Sheets) and willing to learn new software for client information management as needed?
 Yes No
4. If required, do you have a valid Wisconsin driver's license?
 Yes No
5. The hours required for this position are: *Approximately 20 hours per week; regular afternoons/evenings (2 PM and later) and weekends required. Hours split between work from home and in-person. There will also be a staff meeting the second Wednesday of each month at noon. Do you have any ongoing schedule conflicts with the times above?*
 Yes No If yes, please specify: _____

6. Are there any days/times you are NOT currently available to work?

Yes No If yes, please specify: _____

7. How did you learn of the position opening with our agency?

Agency website

Job Announcement posting

If so, where? _____

Word of mouth

Other: _____



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Employee Verification, Authorization & Release Statement

I certify that the information provided by me in my application for employment is true and complete to the best of my knowledge. I understand that if I am employed, any false statements or omissions can lead to my immediate dismissal, and I agree that Canopy Center, Inc. shall not be held liable in any respect if my employment is terminated for that reason. You are hereby authorized to verify the information I have supplied and to conduct any investigation of my personal history. I authorize the companies, schools, and persons that I have identified in my application or resume, or any references provided separately, to give any information requested regarding my employment, character, and qualifications, and release and hold harmless Canopy Center, Inc., and the companies, schools, and persons from any liability.

Signature

Date

Printed Name



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Federal Government Reporting Form

The following information is requested to meet requirements for federal government reporting, payroll and fringe benefits, procedures, and research purposes. In responding, applicants will know that the data will be used for these purposes only and that federal, state, and county laws forbid discrimination based on age, sex, race, religion, handicap or ethnic group. **Please note that providing this information is optional.**

Name _____ Current Date: _____

Position applied for _____

Sex: Female ____ | Male ____ | Other ____

Date of Birth: _____

Disability: Yes ____ No ____

Armed Forces Veteran: Yes ____ No ____

Ethnic/Racial Background:

Alaskan Indian _____

African American/Black _____

American Indian _____

Asian _____

Hispanic/Latino _____

White/Caucasian _____



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Benefits Summary

Health-Vision Insurance Agency-sponsored policy available to all regular employees, 20 hours or more, with a premium paid 90% by the Agency for employee-only coverage. Employees wishing to add one qualifying individual will have the Agency cover 70% of the premium. Family premiums are paid 50% by the Agency. All premiums will be deducted pre-tax from payroll. Eligible employees may begin coverage on the first of the month following 30 days from date of hire.

Dental Insurance Available to all regular employees, 20 hours or more. Employees may choose a single or family coverage with the premium paid 100% by the employee. All premiums will be deducted pre-tax from payroll. Eligible employees may begin coverage on the first of the month following 30 days of hire.

Group Life Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides insurance benefits of \$10,000 to your beneficiary if your death occurs while you are in our active employment and prior to your retirement. Eligible employees will be auto-enrolled in coverage on the first day of the month following 3 months of employment.

Long-Term Disability Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides income continuation coverage of 60% of an employee's salary during prolonged disability following a qualifying period of 90 calendar days. Coverage begins the first of the month following 3 months of employment for eligible employees.

Retirement savings Employees may sign up for a SIMPLE IRA during the open enrollment period if they have earned a minimum of \$5,000 during that year and can expect to earn a minimum of \$5,000 in the following year. The agency matches up to 3% of annual salary if the employee makes personal contributions to the plan.

Additional retirement accounts are available to all regular employees. This benefit allows employees to contribute a portion of their compensation into a personal retirement savings account. All contributions to these plans are made solely by the employee. Accounts are established on an individual basis so that upon termination with the agency, the employee may continue to contribute to the account if they so choose. Investment options, tax benefits, and withdrawal restrictions are dependent on each employee's individual situation.

Flexible Spending Account Available to all regular employees, 20 hours or more, with 100% of administration costs paid by the Agency. This IRS approved tax-savings program allows you to save taxes by paying for certain expenses on a before-tax basis. Employees can put pre-tax dollars into this account to

The above listing is a summary of current benefits available and is intended for summary purposes only. Benefit plans and their provisions are subject to change, addition or deletion without prior notice; continuation of any benefit plan is not implied and remains at the sole discretion of The Canopy Center, Inc. In the event information presented within this document differs from the Plan Document, the formal Plan Document will always govern.

cover the cost of certain out-of-pocket expenses for themselves and their dependents. Eligible employees may begin coverage upon starting employment.

Employee Assistance Program (EAP) Available to all employees and interns and their family members. The EAP funds up to five short-term counseling sessions through an independent agency, and can assist with many personal, family, and/or job-related stressors and challenges. It is 100% funded by the agency and strictly confidential.

Paid Vacation Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent (based on FTE) of:

- 2 weeks in first year of employment (80 hours for a 40-hour employee)
- 3 weeks in second and third year of employment (120 hours for a 40-hour employee)
- 4 weeks in fourth and subsequent years of employment (160 hours for a 40-hour employee)

Paid Sick Time Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent of two weeks of sick time per year. For the initial year, one of the two weeks is awarded upon hire; thereafter, a proportional amount is awarded each month. Sick time is carried over from one year to the next until the amount of sick time accrued equals a maximum of 12 weeks (480 hours for a 40-hour employee).

Paid Holiday Time Available to all regular employees, 20 hours or more. The following holidays are observed: New Year's Day, Martin Luther King, Jr. Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve Day (1/2 day). Each qualifying employee earns an equivalent of 10.5 days of Holiday time per year (this is based on FTE and includes time for two personal holidays).

Compensatory Time Available to all regular salaried employees. Compensatory (comp) time may be given for hours worked over the number of typically scheduled hours, with prior approval from supervisor, and may be used in lieu of vacation time. Employees can hold up to one week of comp time hours (40 for a 40-hour employee) at any given time.

Staff Health and Wellness Fund Available to all employees and interns. The Staff Health and Wellness Fund provides for activities that enhance mental, physical, social, and emotional health for staff, thereby resulting in improved individual well-being, productivity, and morale, as well as connection and camaraderie among all staff. Funds are used for activities for all staff and for specific program staff.

Continuing Education Available to all regular employees, 20 hours or more. Workshops/conference attendance, pre-approved by the employee's direct supervisor and the Executive Director, will be paid for by the agency. Travel, lodging, mileage, and work hours will also be covered by the agency.

Pay periods Employees are paid on the 15th and last day of each month.

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