



Canopy Center

Job Announcement - CASA Case Coordinator

Come join us! We're looking for a Case Coordinator for CASA of Dane & Columbia Counties. CASA Case Coordinators provide professional support to CASA volunteers and lead advocacy initiatives for the children served by the CASA program.

An ideal candidate values:

- Child-centered advocacy and sustained support
- Leadership and empowerment of volunteers
- Collaboration across complex systems
- Trauma-informed practice and empathy
- Mission-driven teamwork and community engagement

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.

Our staff are a caring and compassionate group of social workers, therapists, advocates, mentors, fundraisers, interns, and volunteers who not only fuel Canopy's mission, but also continue to help Canopy evolve and expand its reach through heightened awareness of issues, continuing education, innovative problem-solving, and relationship-building throughout the community.

The mission of CASA of Dane & Columbia Counties is to be an independent voice for children and youth who have experienced abuse and neglect, and who are under the legal protection of the Dane or Columbia County Courts. We do this by training, supporting, and supervising community-based volunteers who advocate for these children in the community and in the courts with the goal of establishing them in safe, permanent homes as soon as possible. Each year, CASA contributes thousands of hours of advocacy, as volunteers visit with their assigned children weekly and are supported by CASA staff. Achieving this mission requires that we maintain good working relationships between the juvenile courts, the departments of human services, and the CASA program.

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; comfort level with appearing in court on behalf of CASA and working with families, social workers and attorneys; and excellent writing and proof-reading skills.

A typical day might include:

- Offer guidance to a volunteer navigating a difficult situation with an assigned child.
- Attend a court hearing with a volunteer, ready to speak to the content of submitted court reports.
- Present a module during an in-person volunteer training.
- Review a volunteer's report on an assigned child for relevance, usefulness, and clarity before submitting it to the court

Position Details

Official Duties:

Volunteer Supervision

- Assist in the recruitment, screening, interviewing, and training of new volunteers; assist in arranging continuing education opportunities for current volunteers
- Accept new cases and assist with assignment of appropriate volunteers, in consultation with the Program Director
- Review and submit volunteer court reports
- Accompany volunteers to visits in-home and in-community; this may include traveling outside of the Dane/Columbia county areas
- Provide support and assistance to volunteers, including urgent matters that may arise during regular work hours, evenings, and weekends
- Participate in volunteer evaluations as assigned by the Program Director
- Assist with volunteer engagement and appreciation efforts

Program

- Prepare and distribute case assignment documentation
- Help develop initial case plans and ongoing strategies for advocacy, including the use of screening tools as needed
- Assist in tracking program data, statistics and/or compiling reports as requested
- Serve as an advocate (as a CASA) for at least one child/sibling group as requested by the Program Director
- Attend all court hearings on caseload, or as assigned by Program Director
- Attend team meetings or other engagements when volunteers or other team members are unable to attend or need support
- Correspond with other professionals on cases when volunteers need assistance
- Assist in strengthening and supporting program initiatives, including the program's sub-programming areas of anti-human trafficking, teen programming, early childhood (0-5), and educational advocacy
- Assist with general CASA matters, such as community outreach, special events, stakeholder relations, and marketing activities, which may fall outside of typical business hours

- Attend conferences, seminars, trainings, and meetings as needed or requested by the Program Director
- Participate in program and agency staff meetings

Other duties as assigned

Other Requirements:

Hours	32-35 hours per week. Hours are generally during standard business hours; however, the role requires flexibility for occasional evening and weekend work. This includes supporting volunteers with urgent matters as they arise, as well as participation in volunteer training (2–3 times per year), monthly continuing education sessions, and occasional in-home family visits. Evening and weekend availability may also be needed for CASA outreach and engagement efforts.
Education	High school diploma plus five or more years of work history; or bachelor-level or advanced degree in social service-related field; or equivalent combination of education and experience.
Other	This position operates in a hybrid work environment, including office-based, remote, and community-based settings. The role requires frequent computer and telephone use, and regular written and verbal communication. Regular travel is required to attend court hearings, meetings, trainings, community events, and visits with children and families in home, school, placement, or other residential settings. Reasonable accommodations may be made to enable individuals to perform the essential functions of the position.

Salary and Benefits:

\$34,944-\$41,860 annually based on qualifications and hours. Paid vacation, holiday, and sick time for employees working 20 hours per week or more. Health insurance, with single coverage paid 90% by the agency. Long-term disability and life insurance policy premiums paid in full by the agency. SIMPLE IRA enrollment available with agency match of 3%. A full Benefits Summary is provided below.

To Apply:

Fill out the online Employment Application on the Careers page of the Canopy Center website, <https://canopycenter.org/how-to-help/careers.html>, including a cover letter and resume with submission. Questions regarding the position or your application can be sent to personnel@canopycenter.org.

The position will be posted until filled.

Canopy Center is an Equal Opportunity Employer dedicated to fostering a diverse work environment. We firmly believe that teams thrive when composed of individuals with varied perspectives and experiences. Accordingly, we do not discriminate on the basis of race, ethnicity, sex, gender identity and presentation, sexual orientation, religion, color, national origin, age, marital status, veteran status, or disability status. Every member of the Canopy Center team—whether employee, volunteer, or board member—shares the responsibility of upholding a culture free from discrimination and harassment, and of treating others with kindness and respect.



Benefits Summary

Health 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 open enrollment 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 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, Juneteenth, 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 11.5 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.

Paid Leave Time Sharing Available after 12 months of employment to all employees eligible for paid leave time. Employees may donate unused paid leave time to a "bank," which makes additional paid sick time hours available to employees who have exhausted their other forms of leave due to serious health conditions affecting themselves or immediate family members.

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.

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.