



# Canopy Center

Dane County CASA • Oasis • Parent to Child

Dear Applicant:

Thank you for your interest in the position of Client Services & Volunteer Coordinator for the Canopy Center, Inc. Enclosed you will find information about the position as well as materials to be completed as part of your application.

A complete application must include the following items:

- Cover letter
- Résumé
- List of three professional references
- Completed application questions
- Completed release statement
- Completed federal reporting form

Applications may be submitted to the following addresses:

**Mail**

Attn: Human Resources  
Canopy Center, Inc.  
2445 Darwin Rd., Suite 15  
Madison, WI 53704

**Email**

personnel@canopycenter.org

**Website upload**

<https://canopycenter.org/how-to-help/careers.html> (near bottom of page)

The position will be posted until filled.

Sincerely,

Meaghan Henry  
Executive Director

The Canopy Center is committed to continuously improving its environment to be one that is equitable and diverse. The Canopy Center celebrates the expression of individuality, intersectionality, and all identities among all staff and clients.



## **JOB ANNOUNCEMENT**

Client Services & Volunteer Coordinator



### **AGENCY VISION AND MISSION**

Our vision is to give every person an opportunity to have a voice in identifying and addressing their needs; and to provide social connections, to fully develop their sense of self and community.  
Our mission is to help strengthen families and support children, teens, and adults impacted by trauma and adversity.

### **PROGRAM DESCRIPTIONS**

Canopy Center is a non-profit organization providing three distinct programs. These programs offer support, advocacy and therapy to families with diverse backgrounds by trained staff and our extensive intern and volunteer program.

**CASA**, which stands for Court Appointed Special Advocates, is a program that provides trained community advocates to kids who have experienced abuse or neglect and are under the protection of the courts. Advocates work with one child or sibling group and visit weekly, get to know their situation, and provide a voice for their kid in court when the judge is making important decisions that will affect the child.

The **Oasis** program provides trauma-informed therapy for survivors of sexual abuse and their non-offending caregivers.

The **Parent to Child** Program (P2C) works in collaboration with Dane County Human Services providing supervised visits on nights and weekends to families in the foster care system. P2C also works with families who are referred by other professionals or self-referred. Besides supervision, P2C offers support, advocacy, and the tools needed to empower families.

The canopy of services provides families and our community with skills and resources to strengthen and empower.

### **POSITION SUMMARY**

The Client Services & Volunteer Coordinator is responsible for duties to both clients and volunteers. Working in Client Services, they are responsible for reception and telephone coverage, ensuring a welcoming environment for all entering or contacting the agency. As the Volunteer Coordinator, they are responsible for recruitment of qualified volunteers for all agency needs. They fulfill human resource tasks for volunteers through the inquiry, onboarding, and exit processes. They maintain volunteer records and provide volunteer data for all required reports. As part of the Administrative team, they provide support for general agency operations when needed.

### **QUALIFICATIONS**

Strong interpersonal and organizational skills. Excellent written and verbal communication skills. Ability to project a warm and friendly demeanor but also firmly enforce policies when necessary. Ability to be resourceful and proactive when issues arise. Experience with database use. Proficiency in Microsoft Office Suite and Google Suite. Professional attitude and appearance. High School diploma or GED required. Bilingual (English/Spanish) skills are a plus.

### **DUTIES**

Client Services

- Ensure reception area and lobby are presentable and stocked with needed supplies
- Maintain knowledge of expected clients and other visitors
- Receive visitors at the front desk by greeting, welcoming, directing and announcing them appropriately, maintaining client dignity and confidentiality

- Ensure drinks and snacks are prepared and offered for client needs
- Appropriately answer, screen, and forward agency phone calls
- Comply with HIPAA and PII policies and procedures as applicable
- Maintain office security by following safety procedures

**Volunteer Coordination**

- Recruit volunteers to adequately meet the volunteer needs of all programs of the agency and agency administration, including posting open positions on applicable websites, attending public service fairs, and other opportunities that arise for sharing volunteer opportunities
- Maintain a system to ensure immediate follow-up with all potential volunteers and onboarding tasks as needed to the point of placement into a volunteer position.
- Maintain a system to ensure consistent and adequate follow-through by program staff, updates to volunteer information, performance evaluations, training dates, and termination dates.
- Maintain agency volunteer records and database according to agency policy on record retention.
- Coordinate efforts with guest services volunteers, as needed.
- Provide volunteer data for reports as required.

**Operations Assistance**

- Assist with general agency operations as needed and directed by supervisor

**EDUCATION & LICENSURE REQUIREMENTS**

High School Diploma or GED

**PHYSICAL REQUIREMENTS**

Ability to lift up to 25 lbs.

**HOURS REQUIRED**

36 hours per week, generally 8:30am-5:30pm, Monday through Thursday. Potential for increased and/or Friday hours in the future. Some evening or weekend hours may be necessary to attend volunteer recruitment functions or to meet with potential volunteers who are unavailable during normal business hours.

**SALARY AND BENEFITS**

\$36,500 - \$37,900 annually, based on qualifications. Long-term disability and life insurance policy premiums paid in full by the agency. Health insurance is available for employees working 30 or more hours per week, with single coverage paid 90% by the agency. SIMPLE IRA payroll contribution available with agency match of 1-3%. A full Benefits Summary is included in the application packet.

**TO APPLY**

Download application packet from website at <http://canopycenter.org/how-to-help/careers.html>, or contact Human Resources at [personnel@canopycenter.org](mailto:personnel@canopycenter.org) to receive an application packet. Must return cover letter; resume; a list of three professional references; answers to application questions; completed employee verification, authorization, and release statement and background check authorization; and completed federal reporting form. The position will be posted until filled.

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## Benefits Summary

**Health-Vision Insurance** Agency-sponsored policy available to all regular employees, 30 hours or more, with a premium paid 90% by the Agency for the single coverage. Employees wishing to add a spouse, domestic partner or dependent will have the Agency cover 70% of the premium. Family premiums are paid 50% by the Agency. Eligible employees may begin coverage on the first of the month following 30 days from date of hire. *(Amended 11/18/14)*

**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 may begin 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. *(Amended 9/1/05)*

**Retirement savings:** Simple IRA plan available to all employees after one year of employment if they have earned a minimum of \$5,000 during that year, and who are expected to earn a minimum of \$5,000 in the following year. The agency matches up to 3% of annual salary if employee makes personal contributions to the plan. *(Amended 3/1/17)*

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. *(Amended 11/18/14)*

**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 on the first of the month following 30 days from date of hire. *(Amended 1/1/14)*

**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. *(Amended 2/27/2019)*

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

80 hours or 2 weeks during first year of employment

120 hours or 3 weeks during second and third year of employment

160 hours or 4 weeks during the fourth and subsequent years of employment

**Paid Sick Time Benefits** Available to all regular employees, 20 hours or more. Each qualifying employee is awarded one week of sick leave upon hire (based on FTE) and earns an equivalent of an additional two weeks of sick leave per year. Sick time is carried over from one year to the next until the amount of sick time available equals a maximum of 12 weeks (or 480 hours for 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 84 hours of Holiday pay per year (this is based on FTE and includes time for two personal holidays).

**Compensatory Time** Available to all regular salaried employees. Compensatory time may be given for hours worked over the number of typically scheduled hours, with **prior** approval from supervisor. Maximum Compensatory time accrued shall not exceed one week of normal hours (40 hours for full-time employee). Compensatory time must be used before any other accrued time is used (vacation, holiday or sick). Compensatory time not used within two months will be lost.

**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.  
*(Amended 2/27/2019)*

**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. In addition to conference fees, travel, lodging, mileage, and work hours will be covered by the agency.

**Pay periods** Employees are paid on the 15<sup>th</sup> and last day of each month.



*Canopy Center*

**Application Questions**

Client Services & Volunteer Coordinator

**Instructions:**

Please include the following information when you submit your cover letter and résumé for the Client Services & Volunteer Coordinator at the Canopy Center.

1. Basic Qualifications of Position – please CLEARLY state how you meet the qualifications listed in the job announcement either in a separate document or within your cover letter and résumé.
2. Have you been placed on probation, parole, released from incarceration, or paid a fine for a misdemeanor or a felony? Please note a conviction will not necessarily disqualify you from employment. It will be considered only as it may relate to the job you are seeking.

\_\_\_\_ Yes      \_\_\_\_ No

3. The hours required for this position are: 36 hours per week, generally 8:30am-5:30pm, Monday through Thursday. Potential for increased and/or Friday hours in the future. Some evening or weekend hours may be necessary to attend volunteer recruitment functions or to meet with potential volunteers who are unavailable during normal business hours. Do you have any ongoing schedule conflicts with the times above?

\_\_\_\_ No      \_\_\_\_ Yes, please specify \_\_\_\_\_

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

\_\_\_\_ No      \_\_\_\_ Yes, please specify \_\_\_\_\_

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

\_\_\_\_ Agency website  
\_\_\_\_ Job Announcement posting – if so, where? \_\_\_\_\_  
\_\_\_\_ Word of mouth  
\_\_\_\_ Other \_\_\_\_\_



*Canopy Center*

**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



# Canopy Center

## 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.

Name \_\_\_\_\_ Sex Female\_\_\_ Male\_\_\_ Other\_\_\_

Current Date \_\_\_\_\_ Date of Birth \_\_\_\_\_

Position applied for \_\_\_\_\_

Disability, if any Yes\_\_\_ No\_\_\_

Ethnic/Racial Background Alaskan Indian \_\_\_\_\_

African American/Black \_\_\_\_\_

American Indian \_\_\_\_\_

Asian \_\_\_\_\_

Hispanic/Latino \_\_\_\_\_

White/Caucasian \_\_\_\_\_

Armed Forces Veteran Yes\_\_\_ No\_\_\_