

Bella McGuire

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SUMMARY

Child advocacy and community program professional with eight years of full time experience coordinating volunteers, court connected case support, stakeholder partnerships, training, and program operations. Work has included recruiting and retaining advocates, reviewing **court reports**, maintaining confidential case records, and applying program policies across sensitive **child welfare** settings. Partnerships with courts, public child welfare teams, schools, family service providers, and **community organizations** have strengthened outreach, referral pathways, and volunteer engagement. Training experience covers adult learning, pre service preparation, **continuing education**, virtual conferencing, case documentation, confidentiality, boundaries, and trauma informed advocacy. Organized oversight of multiple cases supports timely reports, accurate data, practical coaching, and consistent service quality. Career experience aligns closely with CASA coordination, volunteer development, community partnership building, and child centered advocacy throughout Iowa.

EXPERIENCE

Volunteer Program Manager

March 2024 - October 2026

Prairie Bridge Child Advocacy

Cedar Rapids, IA

Directed volunteer advocacy operations across a multi county service area, balancing recruitment, training, case assignment support, documentation review, retention, and quality oversight. Built working relationships with **courts**, child welfare teams, schools, and **community organizations** while guiding advocates through case milestones and escalating safety or policy concerns. Used volunteer and case data dashboards for workload planning, deadline monitoring, training completion, and closure activity.

- Built court and community referral partnerships, creating steady **volunteer recruitment** channels across multiple counties.
- Reviewed advocate **court reports** for policy alignment, factual clarity, case relevance, and filing deadlines.
- Coached advocates from **case assignment** through closure, recording guidance and escalating safety concerns through supervision.
- Designed recruitment and **continuing education** calendars using community events, virtual sessions, and partner outreach.
- Monitored volunteer and case dashboards, improving visibility into training completion, deadlines, assignments, and closures.
- Connected advocates with peer resources and partner contacts, strengthening support during demanding case periods.

Senior Volunteer and Case Coordinator

January 2022 - February 2024

River County Family Services

Iowa City, IA

Coordinated child advocacy volunteers, case consultations, documentation feedback, training delivery, confidential records, and operational reporting. Facilitated **adult learning** through discussion, case exercises, virtual conferencing, and knowledge checks. Developed **community partnerships** and concise program updates that clarified volunteer capacity, case activity, training needs, and operational risks for leadership.

- Facilitated **pre service training** through case exercises, **virtual conferencing**, discussion, and knowledge checks.
- Developed continuing education on court communication, trauma informed advocacy, boundaries, and effective documentation.
- Reconciled confidential **case records**, correcting missing milestones before operational reporting reached program leadership.
- Expanded family service and civic partnerships, securing recurring venues for volunteer information sessions.
- Prepared program updates linking case activity, volunteer capacity, **training needs**, and operational risks.
- Connected advocates with resources during case consultations, building trust through responsive follow up.

Volunteer Services Coordinator

June 2020 - December 2021

Midlands Youth Advocacy Center

Des Moines, IA

Managed volunteer onboarding, screening, orientation, training completion, placement, **communication**, and continuing learning for **child advocacy** assignments. Maintained case and volunteer records, reviewed draft narratives, coordinated community sessions, and connected advocates with policy guidance and staff support. Work strengthened consistent documentation and reliable volunteer engagement across active cases.

- Managed onboarding from application through screening, orientation, training completion, and supervised placement.
- Facilitated community sessions covering confidentiality, court context, volunteer expectations, and child centered advocacy.
- Tracked case deadlines in a centralized database, routing complex questions to appropriate leadership.
- Reviewed volunteer narratives for objective language, **organization**, and required content before supervisory review.
- Coordinated speakers, invitations, virtual logistics, attendance, and records for continuing learning sessions.
- Supported volunteers during demanding cases, connecting them with policy guidance and peer resources.

Program Specialist

October 2018 - May 2020

Community Family Partnership

Ames, IA

Supported a family services volunteer program through outreach, participant records, scheduling, activity reporting, adult workshops, and community relationships. Responded to volunteer inquiries, organized orientation pathways, checked source data, and applied written procedures to routine program questions. Escalated exceptions with clear supporting information, building a strong foundation in policy based **program administration**.

- Maintained schedules, participant records, outreach materials, and service documentation for family programs.

- Moved qualified volunteer prospects into orientation through clear inquiries, follow up, and organized next steps.
- Prepared recurring activity reports after checking source data for completeness and accuracy.
- Coordinated adult volunteer workshops, arranging facilitators, materials, attendance, and participant evaluations.
- Maintained school and provider relationships, identifying outreach opportunities for **volunteer recruitment**.
- Applied written **procedures** to program questions, escalating exceptions with organized supporting information.

PROJECTS

Regional Volunteer Recruitment Initiative 📅 2026

Coordinated community outreach, virtual information sessions, and partner referrals with colleagues to broaden advocate recruitment. Shared feedback from prospective volunteers, helping refine messages and create a more welcoming path into service.

Advocate Continuing Education Series 📅 2024

Built a practical learning series with speakers and peer advocates covering court communication, boundaries, trauma informed practice, and documentation. Listening closely to volunteer questions shaped sessions that felt useful in active cases.

LEADERSHIP & AWARDS

- Volunteer Program Leadership Recognition for sustained advocate recruitment and case support, 2025.
- Community Partnership Appreciation Award for strengthening family service referrals, 2023.
- Training Facilitation Recognition for accessible adult learning sessions, 2022.

EDUCATION

Bachelor's Degree in Sociology

2018

Iowa State University GPA: 0

Ames, IA

Coursework: Child welfare, social research, community organizations, human services

CERTIFICATIONS

- Trauma Informed Care for Child Serving Professionals 📅 2023
- Adult Learning and Facilitation Certificate 📅 2024

TECHNICAL SKILLS

- **Volunteer Management:** Volunteer recruitment, volunteer retention, advocate coaching
- **Case Coordination:** Case assignment, case closure, deadline tracking
- **Court Documentation:** Court reports, narrative review, filing deadlines
- **Child Welfare Systems:** Child welfare teams, public systems, family services
- **Adult Learning:** Pre service training, continuing education, knowledge checks
- **Virtual Learning:** Virtual conferencing, online sessions, remote engagement
- **Community Outreach:** Community events, information sessions, outreach materials
- **Stakeholder Relations:** Courts, schools, civic organizations
- **Records Management:** Confidential records, program databases, data accuracy
- **Program Compliance:** Program policies, volunteer standards, procedure review
- **Data Reporting:** Case dashboards, activity reports, operational summaries
- **Advocacy Practice:** Trauma informed advocacy, boundaries, child centered practice

SKILLS

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|-------------------------|----------------------------|-------------------------|-----------------------------|
| • CASA program concepts | • Case oversight | • Child welfare systems | • Virtual conferencing |
| • Child advocacy | • Court report review | • Adult learning | • Confidential records |
| • Volunteer recruitment | • Community engagement | • Pre service training | • Case management databases |
| • Volunteer management | • Stakeholder partnerships | • Continuing education | |

PROFESSIONAL AFFILIATIONS

- Iowa child advocacy and family service professional networks.
- Community volunteer recruitment and adult learning partner groups.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST