

CASA FOR DOUGLAS COUNTY POSITION DESCRIPTION

Position Title: Advocate Supervisor
Reports To: Program Coordinator
FLSA Status: Exempt
Hours: Full-Time
Salary Grade:

Date:

CASA for Douglas County Mission Statement: Training, empowering and inspiring volunteer advocates to improve the lives of abused and neglected children.

Job Summary: The Advocate Supervisor should be a highly motivated and organized individual who can ensure CASA Volunteers are provided with the highest level of coaching, mentoring and support as they advocate for children in the foster care system. Advocate Supervisors are responsible for volunteer recruitment, retention, essential record keeping, interfacing with local child welfare agencies and program assessment/development. Advocate Supervisors shall share passion for CASA's mission, vision and exemplify its core values.

Essential Job Duties:

CASA Advocate Coaching:

- Participate in the process of potential volunteer interest, application process, screening and personal interviews and initial training process for each volunteer.
- Provide guidance on emerging issues and/or crisis to assigned CASA Volunteers.
- Resolve casework or interpersonal problems with CASA Volunteers s/he coaches, reporting key issues related to volunteers to the Program Coordinator.
- Identify and use methods to recognize contributions of CASA Volunteers.
- Assign cases, review, edit and submit reports in accordance with program procedures, and provide feedback on assignments through regular, documented contact with volunteers.
- Complete written 90-day and annual evaluations for all CASA Volunteers that s/he coaches and provide copies to the Program Coordinator.
- Through coordination with CASA Volunteers, prepare individual cases for court proceedings, providing support and guidance to CASA Volunteers prior to and during court hearings, as needed.
- Collaborate and communicate with other professionals to most effectively support CASA Volunteers and create the best outcome for children.
- Provide ongoing training for volunteers to ensure they are meeting their requirements for on-going/in-service education required by National CASA.
- Follow identified protocol for appropriate level of involvement with the child.

Record Keeping:

- Prepare and distribute case assignment documentation.
- Help develop initial and ongoing case strategies for advocacy.
- Maintain case files in the office (electronically).
- Attend court hearings and track court dates.
- Enter required information in case management system.

Program Development:

- Participate in assigned work groups and provide input to the Program Coordinator(s) on the following:
 1. Develop of long and short range goals and objectives for program growth and development.
 2. Develop and assist in implementation of specific plans for volunteer recruitment and retention of CASA Volunteers.
 3. Evaluation of program accomplishments and areas of growth for the organization.

4. Encourage CASA Volunteer participation in quality improvement efforts (surveys, etc.).

Community Collaboration:

- Work with CASA colleagues and other agencies to review program related procedures, develop cooperative relationships and resolve identified issues.
- Identify and keep informed about available community resources for children and families.
- Promote and attend ongoing training hours in a variety of topics, actively looking to build partnerships with the presenting agency or individual.

Training:

- Complete CASA training as directed by the National CASA Association guidelines.
- Attend in-service trainings and assist with the coordination if requested.
- Attend conferences, seminars and meetings as requested by the Program Coordinator.

Minimum Job Requirements:

- Bachelor's degree in social services/related field or equivalent combination of education and experience.
- The ability to communicate with, coach and empower volunteers to be effective in their roles as a CASA Volunteer.
- Experience in volunteer program management, nonprofits, child welfare or juvenile law.
- The ability to manage conflict and work cooperatively with different types of personalities.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect is preferred.
- Exceptional organizational ability, including personal time management.
- Exceptional oral and written communication skills.
- Ability to work and make decisions independently and to be highly resourceful.
- Public Speaking a plus.
- Must be able to pass background checks (child abuse registry and criminal).
- Must possess a valid driver's license and insurance and have reliable transportation.
- High standards of integrity and ethics.
- Team-oriented attitude a must.
- Position is 40 hours per week and requires some evening and weekend scheduling of work assignments.

Hiring Manager Signature_____ **Date**_____

Employee Signature_____ **Date**_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills and abilities required of individuals so classified.