

PHELPS/HARLAN COUNTY CASA

POSITION DESCRIPTION

Position Title: Advocate Coordinator

Date: 02/21/20

Reports To: CASA Executive Director

FLSA Status: Exempt - Hourly

Hours: Full-Time

Work Schedule: 40 hours per week (Monday-Friday 8 – 12 AM, 1 – 5 PM). Weeknight and Weekend commitments when necessary. Hours may be adjusted based upon program need and approval of Director.

Benefits: PTO - .5 days accrued/month

Holiday- 14 days/year

Vacation – 5 days after six-month probation period.

Phelps/Harlan County CASA Mission Statement: Is to advocate through the court system for the best interest of children identified as being abused and neglected. We strive to insure a safe, secure, and nurturing home for each child. We are committed to quality service of the CASA program to ensure quality volunteerism.

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

Essential Job Duties:

CASA Advocate Coaching-Max Caseload 30

- Ensure monthly contact with volunteers to provide coaching and evaluate advocacy.
- Provide coaching on emerging issues and/or crisis to assigned CASA Advocates.
- Resolve casework or interpersonal problems with CASA Advocates s/he coaches, reporting key issues related to Advocates to the CASA Executive Director.
- Identify and use methods to recognize contributions of CASA Advocates.
- Assign cases, review, edit and submit reports in accordance with program procedures, and provide feedback on assignments through regular, documented contact with advocates.
- Complete annual evaluations for CASA Advocates (December) that s/he coaches and provide copies to the CASA Executive Director.
- Through coordination with CASA Advocates, prepare individual cases for court proceedings, providing support and guidance to CASA Advocates prior to and during court hearings, as needed.
- Collaborate and communicate with other professionals to most effectively support CASA Advocates 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.
- Enter required information and ensure accuracy of data in CASA data base, case management system.
- Attend court hearings and track court dates.

Program Development

- Participate in assigned work groups and provide input to the CASA Executive Director(s) on the following:

1. Develop long and short-range goals and objectives for program growth and development.
2. Develop and assist in implementation of specific plans for Advocate recruitment and retention of CASA Advocates.
3. Evaluation of program accomplishments and areas of growth for the organization.
4. Encourage CASA Advocate participation in quality improvement efforts (surveys, etc.).
5. Participate in and/or coordinate CASA recruitment events throughout the year.
6. Participate in community outreach and recruitment events.

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 facilitation of trainings if requested.
- Attend conferences, seminars and meetings as requested by the CASA Executive Director.

Minimum Job Requirements

- Bachelor's degree in social services/related field
- Equivalent combination of education and experience may be considered.
- The ability to positively communicate with, coach and empower volunteers to be effective in their roles as a CASA Advocate.
- 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, collaboratively with CASA Executive Director 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.
- Positive team-oriented attitude a must.
- Position is 40 hours per week and requires some evening and weekend scheduling of work assignments.

CASA Executive Director 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.