

CASA for the Highland Lakes Area

ADVOCATE SUPERVISOR

JOB DESCRIPTION EXEMPT POSITION

REPORTS TO: Director of Advocacy

CASA for the Highland Lakes Area is a nonprofit organization that recruits, trains and supervises volunteers to serve as “Court Appointed Special Advocates” (CASA) / Guardians Ad Litem for child victims of abuse/neglect. These volunteer advocates report directly to the court on what is in the best interest of the children, who have been removed from their home and are in the legal custody of the State.

Basic Function

The Advocate Supervisor will motivate, empower, guide and supervise CASA volunteers as they advocate in the best interest of abused and neglected children in protective care. Additionally, the Advocate Supervisor will ensure that the mission of CASA of the Highland Lakes Area is carried out.

Qualifications:

- Bachelor's degree or equivalent experience in human services or nonprofits.
- Experience in providing casework services, or related services.
- Knowledge of and ability to perform general office procedures and best practices.
- Organizational skills and attention to detail.
- Computer literacy with MS Office Suite and other programs requisite to CASA.
- Ability to maintain working relationships with diverse populations and different personalities.
- Ability to work under time constraints, be goal-orientated and maintain productive and effective performance and interaction with the Advocates and clients
- Ability to maintain confidentiality and discretion.
- Excellent professional oral and written communication skills.
- Flexible schedule
- Must be 21 years or older
- Must pass criminal background and reference checks.

Summary of Responsibility:

This position supervises CASA volunteers in coordination with the Director of Advocacy during the entire case (from assignment through closing of the case).

Responsibilities:

- Represent CASA to the court, child welfare agencies including CPS, and other community agencies who serve abused and neglected children and their families
- Assist with volunteer recruitment, retention and recognition activities
- Supervise advocate volunteers, providing guidance and direction in day-to-day case management
- Keep accurate records of dates of Hearings, Trials, Planning and Placement Meetings
- Provide notifications of meetings and court hearings to the volunteer advocate
- Confer with advocates at least monthly to assure their cases are progressing appropriately
- Review Court Reports and co-sign with advocate
- File Court Reports in accordance with the Cooperative Working Agreement with Texas Department of Family and Protective Services (TDFPS), and assure their distribution to appropriate individuals

- Attend and participate in court hearings, staff and case-related meetings, including to but not limited to, Permanency Conferences, treatment meetings and ARD's
- Assist advocates in making contacts and/or visits
- Provide information and professional contacts regarding community resources
- Maintain and enter all case and volunteer advocate data in CASA's database to ensure accurate funding and statistical reporting
- Review and verify volunteer's monthly contacts and casework using case management software
- Report concerns regarding volunteer advocates to the Director of Advocacy
- Report volunteer advocates' concerns to the Director of Advocacy
- Maintain knowledge of child placement options, levels of care, and DFPS policies and procedures
- Maintain case records for all cases under your supervision
- Manage case statistics; provide data for requisite reports
- Participate in initial volunteer trainings as presenter and as facilitator
- Take 12 hours of continuing education classes annually
- Participate in monthly CASA continuing education activities as needed
- Conduct routine performance evaluations of assigned volunteers and discuss with Director of Advocacy
- Inform Director of Advocacy or Executive Director of volunteer training needs
- Provide adequate case coverage during volunteer absence
- Assume "ownership" of cases and provide such clerical support as may be required to meet standards for TX CASA audits or other oversight activities

Additional Duties:

- Attend 30 hours of Pre-Service Volunteer Training upon hire
- Affiliate with other local and state organizations where appropriate
- Attend national, regional, and state conferences and meetings when appropriate
- Complete special projects and tasks as assigned by the Director of Advocacy or Executive Director
- Attends and participates in community meetings as needed by Director of Advocacy and Executive Director

Time Requirements/Conditions of Employment:

- Office hours are 8:00AM-5:00PM, but these hours may vary depending on caseload needs. The ability to work varying hours is a necessity.
- Must have daily transportation in order to attend meetings and represent CASA in public.

HOW TO APPLY: Please see our website at www.highlandlakescasa.com/about/careers-casa-highland-lakes for a copy of the application. Your application should be sent with a cover letter and a copy of your resume to the following email address: Shannon@highlandlakescasa.com NO PHONE CALLS, PLEASE.