



CASA of Collin County Casework Supervisor

This position provides for the supervision of CASA volunteers in coordination with the Advocacy Manager during all phases of casework. In addition, the Casework Supervisor will aid in training and retention of volunteers, and other tasks as needed.

Major Duties and Responsibilities:

- Provide supervision and support to assigned volunteers throughout the course of each case
- Match and assign appropriate volunteers to open cases in collaboration with Advocacy Manager
- Ensure volunteers understand and meet expectations in accordance with TX CASA and CASA policies
- Assist volunteers to develop case specific plans, consult and confer with them in accordance with program policies and procedures
- Evaluate volunteer advocates performance on cases on an ongoing basis to assure thorough and timely case progression and preparation for court appearances
- Maintain accessibility and availability to assigned volunteers on an “as needed” basis, with a minimum of one formal supervisory contact every month
- Maintain schedule of all court dates, review, co-sign, and file volunteers’ court reports in timely manner
- Attend all required court proceedings, including hearings and mediations, as well as formal staffing and home assessments, and accompany assigned volunteers as needed for support and guidance
- Ensure adequate case coverage either through supervision of volunteer, or through direct involvement during absence of volunteer or during process of case reassignment
- Conduct an evaluation of the volunteer after the close of each case, and provide volunteers with the opportunity to provide feedback regarding their experience within one week of case closure
- Maintain case files and records in accordance with CASA’s policies and procedures
- Maintain and compile data in Optima regarding children and volunteers for quarterly and annual reports
- Assist with the tracking of volunteer and case statistics, including collection and verification of monthly contact logs and continuing education credits
- Prepare and submit timesheets no later than the 5th of each month

Court Appointed Special Advocates (CASA) of Collin County, Inc.

101 E. Davis St., McKinney, TX 75069

Phone: (972) 529-2272 Fax: (972) 529-2275

Member: United Way, National CASA and Texas CASA

- Assist and participate in the planning and implementation of volunteer training when needed
- Represent CASA to the courts, community, volunteers and CPS in a professional manner always
- Represent CASA at community committees, meetings and special events, as need dictates
- Participate in monthly and all-staff and program meetings
- All other duties as assigned

Qualifications:

- Bachelor's Degree in Social Work or related field
- Experience in the non-profit sector, providing casework services and volunteer supervision a plus
- Knowledge and understanding of issues and dynamics with families relating to child abuse and neglect, including but not limited to poverty, homelessness, drug abuse and addiction, domestic violence, mental health disorders, and sexual abuse;
- Ability to make decisions independently, in a consistent and timely manner;
- Ability to clearly convey and interpret information to others, both orally and in writing;
- Ability to work with different types of personalities and professionals, including individuals of different racial/economic/cultural backgrounds;
- A strong sense of and respect for confidentiality;
- Ability to legally operate motor vehicle (proof of liability insurance required)
- This position requires flexible hours.
- Bi-lingual a plus

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