



ADVOCATE SUPERVISOR

Full-Time Position Non-Exempt

QUALIFICATIONS

- Bachelor's degree in social service-related field or two years commensurate experience. Experience working with children and families in a professional setting preferred.
- The ability to maintain confidentiality and discretion. Must be sensitive to & demonstrate understanding of issues & dynamics within families in crisis relating to child abuse & neglect including, but not limited to, physical, emotional & sexual abuse issues, domestic violence, mental illness / retardation, and drug / alcohol abuse. Experience working with such families preferred.
- Professional oral & written communication skills. Ability to effectively communicate with CASA Advocates, staff, stakeholders, and all parties involved.
- Computer literacy & ability to manage caseload with database program (Optima). Ability to prepare court reports, statistical data, and other CASA related materials.
- Clear criminal background required.

RESPONSIBLE TO: Director of Advocacy

DUTIES & RESPONSIBILITIES, include but are not limited to:

CASE MANAGEMENT

- Supervise a caseload (not to exceed 30 Advocates or 45 Cases)
- Coordinate, document, and channel all CASA Advocate requests until resolution
- Input with Director of Advocacy on case match to CASA Advocate
- Consult with CASA Advocates about problems or concerns
- Consult with Director of Advocacy about case concerns
- Assist Advocates with court reports & other case related documentation
- Attend Permanency Conferences, Family Group Conferences, and mediations, and be available to assist the Advocate as they advocate for the child's best interest, including filling in if the Advocate is unavailable
- Coordinate CASA's presence at court and CPS hearings, including emergency removals, show cause hearings, motions to modify and terminations in reference to caseload
- Provide information and referral services to the victims and/or their caregivers
- Maintain and develop relationships with collaborative agencies to fulfill CASA for Kid's mission

VOLUNTEER SUPERVISION

- Accompany new Advocates to all initial visits, and any as requested after that; empower the CASA Advocates to be effective in their role
- Make a minimum once a monthly contact with each volunteer, face to face preferred
- Keep necessary and appropriate volunteer records electronically
- Maintain up to date records for assigned cases in Optima
- Approve volunteer hours & notes in Optima; Input only as necessary
- Provide assistance and consultation to Advocates as needed and when requested

- Consult with appropriate child protective services staff regarding client needs and volunteer assignments
- Coordinate CPS / CASA staffings, as required and including attorney for children
- Request CPS add / remove cases as needed from Case Connection

PROGRAM ACTIVITIES

- Attend 25% of CASA hosted events, and other conferences and workshops offered as available that are applicable to position
- Advocate in the community to educate & bring awareness of the CASA program (e.g., to child protective services, employees, etc.), to assist in recruitment
- Assist in volunteer appreciation events, fundraising, & other activities as requested
- Maintain compliance with any grant funding sources
- Help maintain a professional, organized environment in the daily operations of the office

CONDITIONS OF EMPLOYMENT

- Willingness & ability to work flexible hours. CASA office hours are 8:00 am – 5:00 pm, Monday through Friday, or as designated by the ED /Board of Directors; however, hours are case & volunteer driven, so flexibility is required.
- Must have transportation with necessary DL and auto insurance in order to attend CASA related activities and meetings.
- Bending & lifting when setting up for events, storing supplies, moving donations, etc.
- Standing for long periods of time in court, when making presentations, at special events, etc.

Employee signature

Date

Supervisor signature

Date

CASA for Kids of South Central Texas is committed to the principles of Equal Employment Opportunity. All employment decisions are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any other status protected by law.

CASA for Kids of South Central Texas may amend, revise, or update this job description at any time without prior notice.