



POSITION DESCRIPTION

Advocate Supervisor

Reports to: Advocacy Coordinator
FLSA Status: Exempt
Hours: Full Time
Salary: Starting at \$39,000 based on experience

OUR MISSION

Training, empowering, and inspiring volunteer advocates to improve the lives of abused and neglected children.

OUR VISION

To provide a CASA Volunteer to every child in foster care who needs one.

OUR CORE VALUES

Diligence, Service, Inclusivity, Tenacity, Collaboration, Courage, Innovation

OUR CULTURE

We are ONE team. CASA creates a supportive, inclusive, and flexible environment where everyone feels trusted, valued, and respected.

We are DRIVEN toward progress and growth. CASA is visionary, courageous, and outcome focused. High value is placed on personal and professional development, and we embrace the process of change by learning from our mistakes and constantly evolving.

Our VOICE is independent and impactful. CASA provides critical and transformative resources, recommendations, and solutions. Empowering volunteers ensures children involved in the child welfare system have a dedicated, passionate, and powerful voice advocating for their best interest.

POSITION PURPOSE

The Advocate Supervisor should be a highly motivated and organized individual who ensures 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 management, retention and recruitment, advocacy, essential record-keeping, interfacing with local child welfare agencies, assistance with writing and submitting court reports, participate during juvenile court hearings, and program assessment/development. Advocate Supervisors shall share passion for CASA's mission, vision, and exemplify its core values.

ESSENTIAL DUTIES & RESPONSIBILITIES

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 Volunteers.
- Resolve casework or interpersonal problems with CASA Volunteers s/he coaches, reporting key issues related to volunteers to the Advocacy Coordinator.
- Identify and use methods to recognize contributions of CASA Volunteers.
- Assign cases, review, edit, and submit reports in accordance with program procedures.
- Provide feedback on assignments through regular, documented contact with volunteers.
- 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).
- Enter required information and ensure accuracy of data in Optima, case management system.
- Attend court hearings and track court dates.

Program Development

- Participate in assigned work groups and provide input to the Advocacy Coordinator(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 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.).
 5. Participate in and/or coordinate CASA events throughout the year.
 6. Assist the Recruitment Coordinator 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.
- Assist with facilitation of pre-service training, when requested by Training Coordinator.
- Attend in-service trainings and assist with facilitation of trainings, when requested by Training Coordinator.
- Attend conferences, seminars, and meetings as requested by the Advocacy Coordinator.

Other duties as assigned

QUALIFICATIONS & SKILLS

- Bachelor's degree in social services/related field
- Equivalent combination of education and experience may be considered
- 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 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.
- Demonstrate high standards of integrity and ethics.
- Team-oriented attitude a must.
- Position is full-time and requires some evening and weekend scheduling of work assignments.

BENEFITS

- Flexible work schedule
- Flexible PTO

- Health, dental, and vision insurance
- Supplemental insurance available
- Retirement plan
- Employee Assistance Program
- Parental leave & infant-to-work policy
- Mileage reimbursement
- Professional development opportunities

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

CASA for Douglas County honors the dignity and value of all people, experiences, and perspectives. CASA for Douglas County is an equal opportunity employer and does not discriminate on the basis of race, color, religion, creed, age, sex, gender, pregnancy, national origin or ancestry, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, political affiliation, disability, or any other characteristic protected by law.

Revised March 24, 2021