

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: CASA (Court Appointed Special Advocate) Program Volunteer Supervisor
FLSA STATUS: Non-Exempt - Hourly
REPORTS TO: San Juan CASA Program Director
HOURS: 40 Hours per week, typically Monday-Friday, includes some evening and weekend events.

GENERAL STATEMENT OF DUTIES:

The CASA Volunteer Supervisor provides support, guidance, and oversight to CASA advocates that advocate for children involved in the court system. This role is responsible for assisting advocates with case management, supervision, and ongoing training to support effective advocacy for children in foster care.

PRIMARY DUTIES:

Volunteer Management

1. Assists with screening all applications from potential advocates.
2. Assists with the coordination of initial and secondary interviews of prospective advocates and ensures that all screening procedures are followed (e.g. fingerprinting, reference, etc.)
3. Create case binders for appointed advocates.
4. Appoint advocates to cases and notify appropriate parties of assignment.
5. Provides case supervision, including monthly supervision meetings with each advocate.
6. Holds advocates accountable to all program policies and procedures.
7. Prepare, coordinate, and facilitate Pre-Service Trainings in preparation of new CASA advocates. Training could be facilitated in-person or virtually.
8. Assists advocates in case management and helps identify resources.
9. Provide support to CASA advocates by coordinating warm hand-offs and cultivating strong, collaborative relationships with the case team and families.
10. Encourage CASA advocates to administer client satisfaction surveys and stakeholder surveys.
11. Assist with volunteer retention by building open communication and relationships with CASA advocates.

Client Advocacy

12. Reviews, edits, and approves final draft of CASA court reports for all assigned cases.
13. Maintains and updates case files for all assigned/monitored cases as well as database input.

Programmatic

14. Responsible for overseeing the operations of CASA with directions from the CASA Program Director.
15. Attend children's court hearings, legal meetings, and when needed monthly treatment team meetings, and school meetings with assigned advocates and record notes for case file/data base.
16. Assists with the development and coordination of annual CASA Recognition with CASA staff.
17. Assists with the coordination of public relations events (e.g. speaking engagement, info sessions, etc.)
18. Participate in regular supervision and work on quality improvement while incorporating supervisor's feedback.
19. Assist with internal audits for continuous quality assurance meetings.
20. Assist with quarterly reports by sending monthly contact log reminders to advocates and record child contacts in an excel spreadsheet.
21. Provide administrative support to ensure smooth daily office operations.
22. Attend staff meetings, review monthly calendars for advocates, help gather and distribute resources, and ensure other duties are completed as assigned.
23. Maintain a training space and sufficient technology in the CASA office to be utilized by advocates on a regular basis to assist them in serving their cases.
24. Attend professional development trainings, courses and/or conferences; some travel may be needed.
25. Follow supervisor's directives. Other duties as assigned.

QUALIFICATIONS:

- Associate's degree in social service-related field or equivalent combination of education and experience.
- Cultural competence and sensitivity: Skilled in working with a diverse population in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.
- Proficient in Microsoft Office programs.
- Typing skills of 55-60 wpm
- The ability to interact effectively with people in diverse cultures and socioeconomic backgrounds.
- Experience with supervising or working with advocates.
- Knowledge and understanding of the Child Welfare System is preferred; however, a demonstrated willingness to learn is required.
- Must pass local, state, and federal background checks (including fingerprints).
- Must have reliable transportation and be eligible to become a driver for Childhaven (Age 25 or older, hold a current and valid NM Driver's License, and maintain a clean driving record).
- Must obtain and maintain CPR/First Aid and Crisis Prevention Intervention certification.
- Abide by state licensing regulations and standards, and Childhaven policies and procedures.
- Effective organizational and development skills.
- Excellent oral and written communication skills.
- Technology skills and database management.
- Experience with database software and tracking program data.
- Ability to work independently and manage multiple tasks.