

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 with 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 additional 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.
- 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. Attain and maintain a training log of 24 hours annually of approved training to include CYFD trauma-informed approved trainings.
- 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.

JOB DESCRIPTION – PART II

DIRECTIONS: This form lists various physical and mental requirements that enable us to describe the requirements for the position listed above.

None: Not required in this position	Occasional: Performed or encountered 1% to 33% of the work time	Regular: Performed or encountered 34% to 66% of work time	Frequent: Performed or encountered 67% to 100% of work time
	1. Operating Office Equipment (Other than Computer) 2. Using Computer 3. Using Telephone 4. Mobility, Climbing 5. Mobility, Crawling 6. Visual Requirements Reading Computer Monitor 7. Visual Requirements Reading for Long Periods 8. Hearing on the Telephone 9. Speaking on the Telephone 10. Speaking to Large Groups 11. Public Contact, via Phone 12. Lifting/Carrying more than 50 Pounds 13. Environmental Conditions - Dust, Smoke, Fumes 14. Environmental Conditions Indoors - Cold/Heat 15. <i>After CPI Training: Able to handle crisis situations, de-escalate situations with child/youth</i>	16. Sitting For Long Periods 17. Move Freely About Office 18. Mobility, Walking 19. Mobility, Standing 20. Mobility, Bending 21. Visual Requirements Close-up Work 22. Produce Written Documents 23. Dexterity, Handling Objects 24. Dexterity, Reaching for Objects 25. Dexterity, Grasping Objects 26. Dexterity, Fingering/ Touching Objects 27. Dexterity, Ability to Feel Objects 28. Speaking in Person 29. Exposure to Stressful Situations 30. In Person, Public Contact 31. Lifting/Carrying 5 Pounds 32. Lifting/Carrying 6 to 20 Pounds 33. Lifting/Carrying 21 to 30 Pounds 34. Lifting/Carrying 31 to 50 Pounds 35. Environmental Conditions – Noise: 36. Environmental Conditions Outdoors – Rain, Snow, Cold, Heat: 37. Driving Company Vehicle	38. Visual Requirements Overall Vision: 39. Hearing Normal Speech 40. Decision-making Stress 41. Concentration 42. <i>After NHA Training: Able to utilize NHA with children</i>

Please list any pre-existing medical conditions that may limit your ability to perform the job requirements. If not applicable, write N/A.

SIGNATURES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position. Failure to complete these duties may result in termination or resignation.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____