

(CASA PROGRAM, INC.)
VOLUNTEER SUPERVISOR POSITION DESCRIPTION

STATUS: Full-Time Position

REPORTS TO: Executive Director or Program Director

QUALIFICATIONS:

Bachelor's degree in social work or related field required. Prior experience with the supervision or coordination of volunteers preferred. Prior experience in the provision of case management or advocacy services with children required. Prior volunteer experience required. Clear criminal background required.

PREFERRED SKILLS:

Proven leadership ability; excellent attention to detail; excellent oral and written communication skills; persistent and diplomatic in encouraging volunteer motivation and case advocacy; self-starter with minimal guidance required; highly organized; ability to coach and empower a diversity of individuals; able to work collaboratively in a team environment.

SUMMARY OF RESPONSIBILITY:

Coordinate the delivery of direct advocacy services to assigned foster children through the management of volunteer advocates. The Volunteer Supervisor will coach each assigned advocate in the provision of their duties ensuring adherence to the volunteer advocate job description and core duties. For staff assigned to supervision as a full-time function, staff will not supervise more than 30 active volunteers or a maximum of 45 cases. In the event the staff is required to perform duties other than supervision of volunteers, the number of volunteers the staff can supervise shall be reduced pro rata.

ESSENTIAL FUNCTIONS:

SUPERVISION/COACHING:

- Supervise activities of volunteer advocates and perform duties temporarily when volunteer advocate is unable to do so.
- Coordinate and supervise casework responsibilities, including:
 - ✓ Family and child contacts,
 - ✓ Professional contacts,
 - ✓ Support services,
 - ✓ Linkage to community resources,
 - ✓ Assistance with court report preparation and timely submission,
 - ✓ Appearance at court hearings,
 - ✓ Appearance at other case related meetings,
 - ✓ Maintenance of case records.
- Attend and assist in volunteer advocate training as requested.
- Confer with advocates at least monthly to assure their cases are progressing appropriately

- Assist in the timely submission and review of each volunteer advocate's case activity monthly logs.
- Evaluate each volunteer advocate's case activity and performance.

CASE MANAGEMENT:

- Maintain knowledge of child placement options, levels of care, and DFPS policies and procedures.
- Attend all court hearings and other case related meetings with the volunteer advocate. In the event that the volunteer is unable to attend, attend all meetings in their place and provide representation of the GAL role.
- Provide timely accurate reports for submission to the court and to other parties on the case.
- Provide notifications of meetings and court hearings to the volunteer advocate.
- Maintain up-to-date case files, including progress notes, reports, motions, and correspondence.
- Maintain and enter all case and volunteer advocate data in CASA's database to ensure accurate funding and statistical reporting.
- Complete all child activity logs, notification of victim's compensation benefits, and other case related documentation on a timely basis.
- Promote and maintain congenial relationships with other professionals.

ADDITIONAL DUTIES:

- Attend 30 hours of Pre-Service Volunteer Training upon hire
- Participate in initial volunteer trainings as presenter and as facilitator
- Sign CASA Program, Inc.'s Conflict of Interest policy annually
- Affiliate with other local and state organizations where appropriate
- Attend national, regional, and state conferences and meetings when appropriate
- Take 12 hours of continuing education classes annually
- Complete special projects and tasks as assigned by the Program Director or Executive Director