

RESPONSIBILITIES OF THE CASE MANAGEMENT SUPERVISOR
LAKE COUNTRY CASA

The Case Management Supervisor of Lake Country CASA fulfills the following responsibilities:

Summary of Job Responsibilities:

Duties and responsibilities include but are not limited to:

- Supervision of volunteer child advocate
- Maintain child advocate records- participated in case staffing; assists placement option; participates in program evaluation; attends court hearing and provides supervision in filing court report.
- Coordinate child and child advocate contacts- coordinates all professional contact; provides information regarding community resources; attends and moderates training sessions for child advocates
- Maintains statistical case information.

Job Accountability Standard:

A. Case Management

1. Knowledge of child placement options, levels of care and Texas Department of Family Protective Services policies and procedures.
2. Ability to clearly convey and interpret information to others in a clear manner, both orally and in writing.
3. Ability to work under time constraints and maintain effective job performance.
4. Ability to identify problems in both case management and volunteer coordination and plan corrective action.
5. Ability to make decisions independently in a consistent and timely manner.
6. Supervises the caseload of 30 volunteers as assigned by a District Court Judge.
7. Coordinates casework responsibilities including family and child contact, professional contact, transportation, support services, linkage to community resources, court report monitoring, appearances at hearing and maintenance of case and child advocate volunteer file.
8. Attend court hearings, Family Group Decision Making, PPT's with child advocate.
9. Provides notification of meeting and court hearings to child advocates.
10. Provides timely, accurate reports for submission to the court and to other involved parties.
11. Maintains up-to-date case files, including progress notes, weekly chronological narratives, reports and motions, correspondence, etc.
12. Maintains case and child advocate statistics for funding and statistical reporting.
13. Maintains and foster congenial relationships with other professionals.
14. Evaluates child advocate case activity and performance.

B. Miscellaneous

1. Participates in a new child advocate training sessions.
2. Participates in or facilitates ongoing continuing education opportunities (in service)
3. Attends community meeting as agreed upon by Executive Director.
4. Assists in statistical compilation and record keeping.
5. Assists in program development.
6. Maintains a professional, organized environment in the daily operation of the CASA office.
7. Completes special projects and tasks as assigned.
8. Has working knowledge of computers and software.

C. Qualification

1. Bachelor's degree in social-related field, or three years of experience in volunteer work in a social service field.
2. Ability to communicate with, supervise and empower volunteers to be effective in their roles. Experience with volunteers given preference.
3. Knowledge and understanding of issues and dynamics within families in crises relating to child abuse and neglect. Experience working with such families given preference.