



CASA for the Highland Lakes Area

ADVOCATE SUPERVISOR

JOB DESCRIPTION

REPORTS TO: PROGRAM DIRECTOR

FLSA STATUS: Full Time, Benefits Included

General Summary

The Advocate Supervisor will motivate, empower, guide and supervise CASA volunteers as they advocate in the best interest of abused and neglected children in Conservatorship of the Department of Family and Protective Services (DFPS). Additionally, the Advocate Supervisor will ensure that the mission of CASA for the Highland Lakes Area is carried out.

Basic Function

The Advocate Supervisors report directly to the Program Director. The basic function of this position is to provide direction and supervision to volunteers who act in the best interest of abused and neglected children.

Duties and Responsibilities

1. Manage/Mentor Volunteers
 - a. Assist in recruiting, screening and training (initial and continuation) of volunteers
2. Supervise/support volunteers as assigned by the Program Director or Executive Director
 - a. Supervise assigned volunteers in day- to- day case management
 - b. Assist volunteers in preparation of court reports
 - c. Attend case staffings and court hearings with assigned volunteers
 - d. Conduct routine performance evaluations of assigned volunteers and discuss with Program Director or Executive Director
 - e. Inform Program Director or Executive Director of volunteer training needs
3. Case Management
 - a. Manage case statistics; provide data for requisite reports
 - b. Maintain case files and reports to ensure timeliness and accuracy
 - c. Provide adequate case coverage during volunteer absence
4. Clerical Support
 - a. Assume "ownership" of cases and provide such clerical support as may be required to meet

standards for TX CASA audits or other oversight activities

Other Duties and Responsibilities:

1. General
 - a. Act as a communication liaison for volunteers and other case related individuals or agencies.
 - b. Contribute to training curricula and syllabi to achieve consensus among staff for content and delivery protocols

Qualifications

1. Bachelor's degree or equivalent experience in human services or nonprofits.
2. Knowledge of and ability to perform general office procedures and best practices.
3. Organizational skills and attention to detail.
4. Computer literacy with MS Office Suite and other programs requisite to CASA.
5. Ability to maintain working relationships with diverse populations and different personalities.
6. Ability to maintain confidentiality and discretion.
7. Excellent professional oral and written communication skills.
8. Must be 21 years or older, CASA trained or trained within 120 days of hire (previous experience considered).
9. Must pass criminal background and reference checks.

Time Requirements/Conditions of Employment

Office hours are 8:00AM-5:00PM, but these hours may vary depending on caseload needs. The ability to work varying hours is a necessity.

Must have daily transportation in order to attend meetings and represent CASA in public.