

# **CASA for Kids, Inc.**

## **Flathead County and Lincoln County**

<b>CHILD ADVOCACY SUPERVISOR I JOB DESCRIPTION</b>
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### **SUMMARY**

The Child Advocacy Supervisor I, provides professional staff support, motivation, guidance and supervision to CASA advocates, ensuring that children involved with the CASA program receive sound advocacy and early permanency planning in the best interests of the child.

Child Advocacy Supervisors work in tandem with other members of the CASA Child Advocacy Team and report directly to the Advocacy Program Director. As directed by the Advocacy Program Director, they may also report to other members of the Child Advocacy Team for targeted training and/or supervision.

Working with and/or at the request of the Executive Director or Advocacy Program Director this position provides professional staff support to the CASA program: (1) ensuring that documents and office space is clean, well-organized and easily accessible (2) accurately updating and maintaining the Child Advocacy database, Optima, in a timely manner (at least weekly) (3) providing administrative support, event support, or other program support depending on the need of the program.

### **RESPONSIBILITIES**

#### General Duties

1. Responsible for general clerical duties.
2. Courteously, empathetically and professionally receive incoming telephone calls and visitors to the office.
3. Route phone calls to the appropriate person.
4. Participate in staff and team meetings.
5. Support volunteers who assist in the office, as needed.
6. Provide event support and participate in various program events, as needed.
7. Other duties as assigned by the Executive Director.

#### Children Advocacy Supervisor Duties

1. Complete CASA training within six months of employment.
2. Comply with statutes, court rules, administrative order and rules, as well as the policies and procedures of the CASA program.
3. Forward application queries and applications to the Advocate Recruiter for processing.
4. Respond in a timely and appropriate manner to all advocate queries.
5. Maintain current advocate and case contacts, child placements, court dates and report deadlines for assigned caseload.
6. Contact each advocate on assigned caseload at least monthly, documenting contact and information in Optima.
7. Consult with coaches assigned to your advocate caseload routinely.
8. Notify supervisor of case issues, advocate or coach concerns and potential program concerns as they arise.
9. Following program protocols, assist advocates on assigned caseload with drafting, editing and distribution of correspondence and court reports, submit court reports to Child Advocacy Lead Supervisor for review and e-file court reports as necessary.
10. Forward discovery documents to advocates on assigned caseload and maintain discovery files, according to program protocols.
11. Distribute court documents to advocates on assigned caseload and staff as necessary, maintain CASA case files according to program protocols.
12. Accurately record for assigned caseload, advocate contact hours and in-service training attendance in Optima.
13. Distribute Foster Care Review, Treatment Team and Family Engagement Meeting notifications. Confirm attendance. Attend meetings on behalf of any advocates on assigned caseload who are not available or with advocates who need support.

14. Remind Advocates on assigned caseload of their hearing dates, and confirm advocate attendance. Support each advocate by attending their hearing with them and debriefing them after. When an advocate is unable to attend a hearing, collect from advocate a summary of information and/or concerns, attend on their behalf, represent their concerns to the court, and report the result of hearing to advocate within 2 days of the hearing.
15. Support the program through reminder calls to all advocates re: court attendance, meeting attendance, time logs, well-being reports and so forth.
16. As necessary, support the Child Advocacy Team by attending hearings and/or meetings on other staff caseloads.

#### Case Monitoring

At times, Child Advocacy Supervisors will be required to manage a caseload of children while waiting for an appropriate CASA advocate. Current program protocols must be followed during this. At minimum, this will require:

1. Visit child in their home within 30 days of assignment and quarterly thereafter.
2. Attend all hearing and meetings regarding the assigned child.
3. Write court reports as needed during this time period.
4. Assist with the smooth transition of the case to the volunteer advocate as soon as one is assigned.

#### QUALIFICATIONS

- Commitment to CASA's goals and mission and a passion for the health and well-being of children.
- Ability to maintain strict confidentiality requirements according to program protocols
- Successful completion of all background checks.
- Strong word processing and computer skills.
- Excellent communication skills.
- Attention to detail.
- Ability to provide excellent support and team leadership to 30 advocates.
- Ability to graciously and effectively work and interact with a diverse population.
- Ability to interact positively with the public, advocates, board members, court and state personnel.
- Ability to maintain statistical program data, files and record systems.
- Ability to work cooperatively and flexibly as part of a team, filling various roles as needed for the good of the project.
- Ability to train, support and empower others.
- Bachelors in Social Work, Psychology or other related-field preferred.
- 2 year's work experience in related-field considered in lieu of education.

#### ACCOUNTABILITY

The Child Advocacy Supervisor I is hired by the Executive Director and reports directly to the Advocacy Program Director. CASA operates as a team with both shared and individual responsibilities. At times the Advocacy Program Director may appoint another team member to help train and/or supervise the Child Advocacy Supervisor I.

