

Hall-Dawson CASA Program, Inc.

Advocate Supervisor

Job Description

Supervised by: Advocacy Director

FLSA Classification: Salaried, exempt – Administrative exemption

Position type: Full time or Part time

Purpose:

Supervise, coach, and empower Volunteer Advocates who navigate the Juvenile Court system, speaking for the best interest of children involved with dependency court proceedings. Utilize local, state, and National CASA Standards, policies, and resources to guide the collaborative advocacy efforts of Volunteer Advocates within the guidelines of best practices. Equip Volunteer Advocates with accurate and current knowledge of community resources.

Essential Responsibilities:

Recruitment & Training

- Encourages volunteerism in the community and refers prospective volunteers to the Volunteer Recruitment & Training Coordinator.
- Attends, participates, and facilitates Information Sessions, Pre-Service interviews and training sessions, Swearing-In celebratory events, In-Service Training, Training Staffings, and others as requested.
- Identifies ongoing training needs for Volunteer Advocates, and provides input on the development of specific training sessions to address needs in collaboration with the Volunteer Recruitment & Training Coordinator and Advocacy Director.
- Positively represents CASA at community functions and civic organizations as directed by the Executive Director.

Advocate Supervision & Empowerment

- Complies with Standards and policies for electronic and paper files related to cases and Volunteer Advocates.
- Collaborates with Advocacy Director on case assignment and re-assignment.
- Communicates at least monthly with Volunteer Advocates as per Standards and policies related to case-specific activities.
- Provides Volunteer Advocates with necessary skills; adequate resources; accessible guidance, encouragement, and mutual respect; consistent appreciation; strategies for problem solving; and ongoing emotional support.
- Coaches Volunteer Advocates in the provision of information, referrals, advocacy, follow up contact for continuation of services, permanency planning, confidentiality, normalcy, and the child best interest principle.
- Ensures notification, timely preparation, and attendance of court proceedings and other case related meetings.
- Models, guides, and monitors appropriate and effective interactions in court and community settings including home visits that may impact placement decisions.
- Ensures monthly (or quarterly) contact with child per Standards and completes appropriate documentation. As necessary, conducts contact in the Volunteer Advocate's absence.

- As needed for training and support, accompanies Volunteer Advocate periodically to monthly (or quarterly) contact with child.
- Collects and maintains pertinent case related information that ensures seamless case management in collaboration with the Volunteer Advocate.
- Attends all Court proceedings with Volunteer Advocate, or makes arrangements for staff coverage to support Volunteer Advocate.
- Seeks out unique and collaborative advocacy efforts for the greatest permanency possible in each case, and throughout each step in the case's duration.
- Completes face-to-face annual Volunteer Advocate Evaluation.
- Through individualized attention and relationship, identifies and celebrates important moments in the Volunteer Advocate's life (i.e. birthday, Swear-In date, anniversary, etc.).

Staff Attorney (if applicable)

- Files appropriate Motions or other documents with the Court as needed for case intervention. May not file Motions for Dependency, Termination of Parental Rights, or Adoption.
- Provides clarity and guidance on legal matters for staff and Volunteer Advocates, including preparing Volunteer Advocates for testimony as needed.

Data Management

- Collects and compiles required statistical information at least weekly in OPTIMA or specified database software.
 - This will include but is not limited to child demographics, legal status, placement, child and collateral contacts, scheduled hearings, Volunteer Advocate hours and miles, and other case specifics.
- Maintains Volunteer Advocate data including demographics and contact information in OPTIMA or specified database software.
- Complies with required statistical tracking completion and reporting deadlines, as requested by Advocacy Director or Executive Director.
- Participates in electronic scheduling, calendar management, records sharing, and collective reporting.

Family Treatment Court (as assigned)

- Functions as liaison between Family Treatment Court (FTC) and the CASA program including Advocacy Director, Advocate Supervisors, and Volunteer Advocates.
- Attends regularly scheduled FTC Staffing, FTC court, hearings, community events, FTC Graduation, and other activities (i.e. Peer Review).
- Participates in communication face-to-face, email, phone, etc. with other FTC Team members to represent the child best interest principle and the CASA program.
- Provides case updates to the FTC Team on a regular basis while respecting confidentiality in accordance with the CASA/FTC Memorandum of Understanding.

Court Reporting

- Models and ensures Volunteer Advocate understanding and demonstrated working knowledge of Court Orders and progress of completion towards the DFCS Case Plan goals.
- Ensures objective, fact-based, and child-centered recommendations to the Court are articulated in a written Court Report, submitted to the Advocate Supervisor for review three to five business days prior to the hearing.

- Reviews the submitted Court Report in a timely manner, and addresses concerns or suggestions with the Volunteer Advocate prior to finalization of the Court Report.
- Ensures provision of the Court Report to all parties in a timely manner, and presents the Judge with a copy at the time of the hearing unless otherwise instructed.
- Ensures child-centered recommendations include all aspects of a child's identity including placement, safety, normalcy, trauma, and access to culturally-appropriate, therapeutic, age-appropriate, developmental, educational, medical, and mental health services.

Office Operations

- Answers and returns phone calls or other communication attempts within 24 hours.
- Answers incoming office phone calls and responds to visitors appropriately and in a timely manner (i.e. office coverage).
- Attends Staff Meetings, Strategic Planning meetings, and other internal meetings as needed or assigned.
- Utilizes public network for storage and use of all agency related documents.
- Utilizes Outlook calendar to manage work activities, and shared with Advocacy Director.
- Monitors volunteer engagement and activity for reporting and improvement.
- Provides volunteer feedback and support as needed.
- Assists with volunteer reporting of hours and miles.
- Provides court support as needed.

Professional Behaviors

- Professionalism that includes, but is not limited to, understanding boundaries, forgiveness, consistency, active listening, keen observation, teamwork, values, role modeling, recognition of others, and leadership attributes.
- Communication skills, including the ability to modify, develop, and improve skills.
- Positive attitude and excellent teamwork skills.
- Accepts other assignments, beyond primary job duties, that may support agency public relations, community education, and fundraising or service delivery.
- Participates in volunteer appreciation activities.
- Able to receive feedback on performance and make changes necessary to perform the job; flexible, can change and adapt routines, duties, and interactions.
- Exhibits trust and respect for the authority and decisions by management and the Board of Directors to lead the agency's growth, direction, and evolution.
- Ability to recognize and embody the organizational mission, including the incorporation of shifts and changes within the agency structure.
- When faced with conflict, confusion or disagreement, has the ability to resolve, problem solve, and move on without withdrawing from the team or negatively impacting team productivity.
- Consistently reads and responds appropriately to written information in a timely manner.
- Ability to seek support and clarification in a timely manner from appropriate managers.
- Professional interactions with visitors, volunteers, donors, board members, and funders.
- Accepts professional development and life-long learning as a requirement of the job.
- Recognizes how personal values, opinions, and biases can affect professional judgment.

Education and Experience:

Minimum of Bachelor's degree in related social services and 3 years of related experience.
Preferred: Additional 3 or more years in supervisory and/or program management experience involving decision making and problem solving.

Preferred Skills and Knowledge:

- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
- Understanding of Georgia and National CASA Standards, vision, and mission.
- Understanding of the court system, players, and process.
- Understanding of grant requirements.
- Ability to build and maintain relationships with internal and external stakeholders.
- Knowledge of bookkeeping, accounting, and related requirements.
- Organizational skills including daily time management and demonstrated ability to prioritize tasks.
- Takes initiative in the implementation and completion of job duties.
- Uses effective problem solving strategies.
- Quality written and verbal skills with associated analytical and documentation skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee will sit for extended periods and is frequently required to stand; walk; use hands to handle and keyboard; and reach with hands and arms. The employee is occasionally required to climb or balance, and stoop, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to operate a motor vehicle.

Other Requirements:

- Valid driver’s license, vehicle registration, and insurance.
- Basic to intermediate computer skills proficient for use of MS Office and web-based systems.
- Successful completion of Pre-Service Training and Training of the Facilitator.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Employee Name: _____

Employee Signature: _____

Date of Signature: _____

Revised September, 2021