



## **CASA OF GALVESTON COUNTY Advocate Supervisor**

**Reports to: Program Manager/Director of Advocacy/Executive Director**

### **Qualifications:**

- Bachelor's degree from an accredited college or university (preferably in human services or related field) or minimum of two years commensurate experience
- Experience in volunteer supervision
- Flexible schedule
- Professional oral and written communication skills
- Ability to interact with diverse populations
- Ability to maintain confidentiality and be discreet

### **Summary of Responsibility:**

This position supervises CASA volunteers in coordination with the Program Manager/Director of Advocacy/Executive Director during the entire case (from assignment through closing of the case). In the event the Volunteer Supervisor is required to perform duties other than supervision of volunteers, the number of volunteers the Volunteer Supervisor can supervise shall be reduced pro rata. Volunteer Supervisor will not supervise more than 30 active volunteers or a maximum of 45 cases

### **Responsibilities:**

- Represent CASA to the court, child welfare agencies including CPS, and other community agencies who serve abused and neglected children and their families

- Supervise court advocate volunteers, providing guidance and direction to ensure all advocacy standards are met.
- Review and assign cases to the volunteers in a timely manner
- Keep accurate records of dates of hearings, trials, planning and placement meetings
- Confer with advocates on a regular basis to assure their case is progressing appropriately
- Review court reports and co-sign with advocate volunteers ensuring timely submission to the court.
- Accompany advocate volunteers and children to court hearings, case reviews, and other meetings as appropriate and necessary in the best interest of children.
- Assist advocate volunteers in making contacts and /or visits
- Provide assistance with Crime Victims' Compensation
- Provide information regarding community resources
- Collect and verify advocate's monthly contact/time/mileage logs
- Report concerns regarding volunteer advocates to the Executive Director
- Report volunteer advocates' concerns to the Executive Director
- Maintain case records for all cases under your supervision
- Assist in training volunteers and volunteer recruitment and retention efforts as needed
- Per standard supervise no more than 30 volunteer or 45 cases
- Take 12 hours of continuing education activities annually

**Additional Duties:**

- Attend 30 hours of pre-service volunteer training upon hire
- Affiliate with other local and state organization and meetings when appropriate
- Complete special projects and tasks as assigned by the Advocacy Team Leader/Director of Advocacy/Executive Director