



CASA OF GALVESTON COUNTY Advocate Supervisor

Reports to: Director of Advocacy/Chief Operations Officer

Summary of Responsibility:

The Advocate Supervisor supervises CASA volunteers in coordination with the Director of Advocacy/Chief Operations Officer 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 (Child Protective Services), and other community agencies who serve children who have experiences abuse and neglect 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 focusing on re-engagement and retention.
- 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 at minimum once per month and face to face quarterly per advocacy standards.
- 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
- Encourage and coach advocates through the Collaborative Family Engagement (CFE) process throughout the life span of a case
- Ensure Crime Victims' Compensation application and brochure are provided to caregivers and completed follow-up according to CASA of Galveston County process.
- Provide information regarding community resources to appropriate stakeholders as needed
- Collect and verify advocate's monthly contact/time/mileage logs. Ensure all required advocacy standards are met during the approval process.
- Annually evaluate volunteer advocates per policy and conduct communication and feedback meeting in a timely manner.
- Report concerns regarding volunteer advocates to the Director of Advocacy/Chief Operations Officer

- Report volunteer advocates' concerns to the Director of Advocacy/Chief Operations Officer
- Maintain case records in Optima for all cases under your supervision to ensure all advocacy standards are met.
- Ensure that all advocacy standards are met through quarterly quality assurance checks and provide documentation to Director of Advocacy/Chief Operations Officer.
- In the event there is no advocate available for case assignment, the advocate supervisor will assume the responsibilities of an advocate volunteer to ensure all advocacy standards are met until a volunteer is assigned.
- Assist in training volunteers, volunteer recruitment, and retention efforts as needed.
- Per standard supervise no more than 30 volunteers or 45 cases
- Take 12 hours of continuing education activities annually.

Additional Duties:

- Attend 30+ hours of pre-service volunteer training upon hire and be sworn in by the court jurisdiction served by CASA of Galveston County
- Affiliate with other local and state organization and meetings when appropriate
- Attend staff and advocacy team meetings as required and scheduled.
- Complete special projects and tasks as assigned by the Director of Advocacy/Chief Operations Officer/Chief Executive Officer

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

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

I have read and understand this job description. My signature below indicates my agreement to perform required duties and to meet organization goals and metrics.

Employee Signature

Date

Chief Operations Officer Signature

Date

Chief Executive Officer Signature

Date