**CASA of Venango County  
Advocate Supervisor Job Description**

**Summary**

The Advocate Supervisor will motivate, empower, guide, and supervise CASA volunteers as they advocate in the best interest of children who’ve been abused and/or neglected and are now involved in the court system through no fault of their own.

The Advocate Supervisor is responsible for the direct supervision of CASA volunteers and their assigned cases. This includes the coordination of volunteer activities, all aspects of case management, including case documentation review, and assisting in recruitment, training, and retention of volunteers. As a part of their case management duties, the Advocate Supervisor provides professional staff support to CASA volunteers ensuring that children involved with the CASA program receive sound advocacy and early permanency planning.

The Advocate Supervisor reports to the Executive/Program Director who is responsible for their performance evaluations.

**Qualifications**

* Bachelor’s degree preferred in a social service-related field or at least three years experience in the child welfare system, social services, or volunteer coordination/supervision or equivalent experience. Experience working with volunteers preferred.
* Ability to communicate with, supervise and empower volunteers to be effective in their roles.
* Ability to build community awareness and network with other community agencies.
* Ability to speak publicly.
* Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
* Skill to advocate strongly and professionally on behalf of clients in conflictual situations and to work resourcefully and independently to identify and seek out needed information and resolutions.
* Excellent interpersonal, writing, time management skills and computer skills.
* Willingness to travel as needed.

*CASA of Venango County is an Equal Opportunity Employer and does not discriminate on the basis of age, race, ethnicity, national origin (ancestry), color, religion (creed), gender, gender expression, sexual orientation, disability or physical challenge, or any other prohibited basis in accordance with all applicable federal, state, and local laws. All employment is decided on the basis of qualifications, merit, and organizational need.*

**Responsibilities**

**Case Management:**

* Assume management responsibility for no more than 30 CASA volunteers. Caseloads and numbers of volunteers supervised will be reduced proportionately for employees working in this position on a less than full-time basis. Added duties beyond the supervision of CASA volunteers will result in the reduction of the caseload size.
* Review new case referrals and assist in assigning appropriate CASA volunteers to each case in consultation with the Executive Director.
* On an “on-call basis,” be readily available and easily accessible to all CASA volunteers, providing support and assistance throughout a case. Be accessible by email and phone.
* Prepare and distribute assignment documentation to the volunteers. Assist in the development of advocacy plans for each case.
* Attend and participate in all related court hearings, providing assistance and supervision of CASA volunteer court reports, court attendance and testimony.
* Attend critical meetings, as necessary, with CASA volunteers. Introduce CASA volunteers to system professionals and facilitate interagency collaboration.
* Maintain a monthly calendar of all scheduled hearings on all cases and notify CASA volunteers of upcoming hearings.
* Upon case closure, ensure electronic records are updated with all relevant information, collect all papers and information relating to the child/case from the CASA volunteer, prepare a “Release from Case” form and have it signed by the CASA volunteer. Store all case-related records in safekeeping.
* Participate in agency case conferences.
* Maintain timely and thorough case records on each case and CASA volunteer.
* Attend, if requested, first home visits with every newly assigned CASA volunteer and as necessary thereafter.
* Develop professional working relationships with the local child welfare agency, legal professionals and court staff, and social service agencies.

**Volunteer Supervision and Retention:**

* Provide support to CASA volunteers regarding their case including problem-solving, resource information and guidance related to the child welfare system. Contact, through the case management system or other means, with CASA volunteers should be at least once per month and documented.
* Supervising and guiding CASA volunteers and making sure that the volunteer’s activities are following both the CASA mission and applicable state and federal laws and standards.
* Supervise CASA volunteers in preparation of court reports and recommendations and with volunteer’s knowledge, edit/revise as needed.
* Reinforcement of confidentiality policy with every CASA volunteer.
* Assist with training and orienting new CASA volunteers. Ensure CASA volunteers acquire 12 hours of in-service training annually.
* Participate in the evaluation of volunteer performance annually and/or upon case closure.
* Maintain volunteer files in accordance with National CASA/GAL standards.

**Volunteer Recruitment and Community Awareness:**

* Participate in the recruitment of potential volunteer advocates.
  + Speaking to community groups
  + Assisting with informational sessions
  + Writing press releases
  + Fielding phone calls from interested individuals
  + Assist in screening potential volunteers
    - Reviewing volunteer applications and tracking submission of necessary paperwork
    - Participating in volunteer interviews
* Contribute to the success of CASA program events.
  + Assist in planning of special events
  + Assist in implementation of activities before and during each event

**Program Development:**

* Complete required data entry into the database.
* Compiling statistics on all active cases, including outcome measurement, demographics, and placements.
* Actively participate in staff meetings and board meetings as requested.
* Attend and assist with all volunteer appreciation events, in-service training, and other functions coordinated by the CASA program.
* Assist in public speaking, community outreach, and community committees as needed.
* Collection and development of case success stories and challenges to be shared in monthly board and staff meetings, newsletters, or on social media.

**Professional Development:**

* Adhere to the program policies on the dress, professional conduct, and demeanor.
* Model the mission as the public face of CASA of Venango County
* Always maintain confidentiality with staff, volunteers, and court-appointed professionals.
* Create and develop a yearly self-development plan with the Executive Director.
* Attend conferences and workshops as assigned in your professional development plan.
* Actively participate in an annual performance review by proactively documenting and sharing milestones and achievements with your supervisor.

**Training:**

1. Complete the initial 30 hour National CASA/GAL volunteer pre-service training within six (6) months of hire.
2. Participate in 12 hours of continued education training annually.

**Other Requirements**

1. Flexible work hours required with some weekends and evenings.
2. Position requires extensive background check:
   1. Pennsylvania State Police Criminal History Record Check
   2. Pennsylvania Child Abuse History Clearance from the Department of Human Services
   3. Fingerprint based Federal Criminal History (FBI) Record Check through the Department of Human Services
   4. Social Security Number Verification
   5. National Sex Offender Registry Check
3. Must sign a Confidentiality Statement and Conflict of Interest Disclosure.
4. Must have access to a vehicle, be willing and able to travel, and possess a valid driver’s license.
5. Perform other duties as may be assigned.

**Salary and Benefits**

This is a full-time exempt position. We pay a competitive salary depending on experience. We offer paid vacation and sick time, in addition to observing paid holidays throughout the year.

**Organizational Values**

Honesty - Integrity – Teamwork – Service - Values Diversity - Empathy - Collaboration