

Job Description:

Advocate Supervisor



POSITION SUMMARY

The Advocate Supervisor is responsible for the ongoing supervision of CASA volunteer advocates and for oversight of CASA assigned cases. Primary duties involve case management, volunteer supervision, and providing casework services on cases with no active volunteer.

SUPERVISOR: Program Director

CLASSIFICATION: Non-Exempt, Full Time (40 hours/week)

WORK SCHEDULE: M-F, 8:00-5:00pm or as determined by Program Director; some evenings and weekends required

WORK LOCATION: Kingsland office, some travel required

QUALIFICATIONS:

- Must be 21 years of age or older.
- High school diploma or a GED required
- Bachelor's degree in social work, psychology, criminal justice, or similar field, OR 3 years related experience, OR
A combination of education, experience, and training that would produce the required knowledge and abilities
- Must have reliable transportation, a current driver's license and current auto insurance.
- Experience with children preferred
- Experience supervising others preferred

SKILLS & ABILITIES:

- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with a diverse group of people.
- Ability to work as a member of a team.
- Ability to maintain objectivity.
- Ability to exhibit professionalism in behavior and appearance.
- Ability to facilitate the work of others & facilitate conflict resolution in productive ways

SCREENING & TRAINING

- Must successfully complete screening requirements, to include an employment application, personal interview, reference checks, and criminal background investigation.
- Must take an oath of confidentiality and be sworn in by Child Protection Court Judge as a Court Appointed Special Advocate.
- Must complete at least 30 hours of pre-service training.
- Must observe a court hearing before being appointed to a case.
- Must complete 12 hours of in-service/continuing education training annually.

JOB RESPONSIBILITIES

A. Advocate Supervision

- 1) Provides supervision, guidance, direction, and support to Court Appointed Advocates
- 2) Maintains complete confidentiality regarding information about the child(ren), volunteers, and other protected information.
- 3) Monitors the work of advocates on cases and ensures proper maintenance of up-to-date case records.
- 4) Has case-related contact with advocates at least monthly to ensure that Minimum Expectations are being met and that cases are progressing appropriately.
- 5) Provides documentation of case contact and case progress as appropriate
- 6) Consults with advocates prior to hearings regarding the recommendations to the court and assists in the completion of court reports as needed.
- 7) Files court reports and assures their proper distribution to appropriate parties.
- 8) Ensures the proper completion and submission of advocate required reports, to include time/mileage/contact logs.
- 9) Accompanies advocates on child and family visits, as needed.
- 10) Notifies volunteer advocates of court hearings, permanency conferences, family group conferences, circles of support, mediations, & legal staffings in a timely and appropriate manner.
- 11) Accompanies advocates to CPS court hearings and meetings/conferences concerning assigned cases.
- 12) Meets with advocates to prepare for trials.
- 13) Provides written performance evaluations of volunteer advocates at case closure, or annually for cases lasting longer than one year.
- 14) Identifies performance concerns and takes steps to resolve such concerns.

B. Casework: *Serves as Court Appointed Advocates on cases when no volunteers are available for appointment, to include:*

- 1) Advocating for the best interest of the child(ren) at every stage of the case
- 2) Obtaining a first-hand a clear understanding of the needs and situation of the child(ren).
- 3) Having regular and sufficient in-person contact with the child(ren) where they live.
- 4) Communicating with the DFPS caseworker after appointment and at least one time per month for the duration of the case.
- 5) Meeting in person with the child(ren)'s primary placement provider, in a timely manner, after placement occurs and at least once per month thereafter for the duration of the case.
- 6) Advocating for the child(ren)'s best interests in the community through regular contact (at least quarterly) with the child(ren)'s parents and attorney ad litem, as well as mental health, educational and other community systems to assure that the child(ren)'s needs in these areas are met.
- 7) Seeking cooperative solutions by acting as a facilitator among parties.
- 8) Determining the child(ren)'s permanency plan, accesses the educational portfolio(s) and health passport(s), and making recommendations regarding permanency, and education and medical services, as appropriate.
- 9) Providing, at every hearing, reports which include findings and fact-based recommendations, including specific recommendations for appropriate services for the child(ren) and, when appropriate, the child(ren)'s family.
- 10) Monitoring implementation of service plans and court orders assuring that court-ordered services are implemented in a timely manner and that review hearings are held in accordance with the law.
- 11) Informing the court promptly of important developments in the case

- 12) Maintaining complete records about the case, including appointments, interviews and information gathered about the child(ren) and the child(ren)'s life circumstances.
- 13) Reporting any new incidents of abuse or neglect to the Child Abuse Hotline and the assigned CPS caseworker

C. Volunteer Development & Retention

- 1) Monitors and reports the training needs of advocates and provides both pre-service and ongoing individual skills training to advocates when appropriate.
- 2) Facilitates and/or participates in advocate community-building groups and fosters relationship building among the advocates.
- 3) Assists in the planning and implementation of advocate appreciation events/initiatives.
- 4) Supports and provides recognition for advocates individually and collectively and takes actions to retain volunteer advocates.

CI. Advocate Appointment

- 1) Attends case staffings to select and assign volunteers for case appointment.
- 2) Prepares required documentation for appointment of advocates to individual cases.
- 3) Notifies all relevant parties of advocates' assignments.

CII. Public Relations & Community Education

- 1) Maintains working relationships with the courts, District Attorney's Office, Child Protective Services, legal community, foster care providers, children's physicians, counselors, teachers, and other relevant agencies, persons, and organizations.
- 2) Promotes awareness of child abuse/neglect and the needs of abused and neglected children.
- 3) Assists with and/or participates in scheduled prevention activities and events.
- 4) Assists with and/or participates in fund raisers and presentations to groups.

CIII. General/Other

- 1) Leads and participates in committees that support that organization's needs.
- 2) Maintains positive working relationships with CASA staff, volunteers, and Board of Directors.
- 3) Complies with and supports all policies and procedures of CASA for the Highland Lakes Area.
- 4) Completes timely reports as required.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, and skills required for the position.
