Organization Overview
The San Francisco Court Appointed Special Advocate Program (SFCASA) recruits, trains and provides ongoing support to community volunteers serving as officers of the court to advocate for the best interests of abused and neglected children in the foster care system. Through sustained, personal attention, SFCASA creates positive change in children’s lives, providing children with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.sfcasa.org.

Position Overview
The Educational Advocacy Specialist & Case Supervisor has two primary responsibilities: oversight, development, and coordination of the volunteer court-appointed special advocate (CASA) Educational Advocacy Program and supervision of a modified volunteer advocate case load. This position will also manage educational data collection and reporting and collaborate with development staff to fundraise for the Educational Advocacy Program. This position reports to the Program Director, who reports to the Executive Director.

Responsibilities

Oversight, development, and coordination of the Educational Advocacy Program
- Oversight of SFCASA’s Educational Advocacy Program and ensure program alignment with current educational information and California state laws and policy pertaining to foster youth
- Develop and promote key tenets of SFCASA educational advocacy philosophy to be incorporated in volunteer CASA trainings and used to support SFCASA program team learning and development
- Maintain, generate, and enhance education reports in program database and oversee program-wide educational data collection and reporting based on outcomes in SFCASA strategic plan
- Collaborate with the Program Director to expand educational advocacy efforts to serve specialized youth, including special education, transition-age youth, juvenile justice-involved youth, etc.
- Integrate up-to-date educational advocacy information and materials into core volunteer training curriculum and continuing education offerings; facilitate trainings and continuing education sessions as needed and disseminate relevant education-related updates
- Identify volunteer CASAs who are appropriate candidates for the Educational Rights Holder (ERH) role and provide preliminary training, consultation to Case Supervisors, and record maintenance
- Collaborate with recruitment and training staff to hold ERH-focused information sessions
- Consult with SFCASA Case Supervisors and other relevant individuals to review educational progress of individual foster youth and provide counsel on educational issues
- Develop, maintain, and enhance education-based strategic partnerships on behalf of SFCASA, including acting as the primary organizational contact for school agencies and districts and representing SFCASA at relevant community educational meetings and/or workgroups
- Collaborate with SFCASA’s Data Specialist to continually enhance education related data collection
- Collaborate with development team to solicit funds and report on Educational Advocacy Program efforts, accomplishments, and challenges via success stories, statistics, and other information

Supervision, support and management of volunteer advocates and their assigned cases
- Maintain a modified volunteer case load and keep organized, accurate and up-to-date case records in compliance with SFCASA protocols
- Support volunteer advocates in the completion of court-mandated duties
- Exercise discretion and independent judgment to assist advocates in creative problem solving, utilizing SFCASA and community resources and ensuring accuracy and consistency with dependency permanency planning law and best practices
- Facilitate and mediate relationships between advocates and professionals, family members, and others as needed
- Assess and strategically match advocates with cases in a timely manner
- Maintain monthly minimum contact with advocates, providing coaching and advice tailored to individual case and volunteer needs
- Identify and share information about specialized services and resources with advocates and staff
- Annually evaluate advocate performance in the fulfillment of their duties

Additional Responsibilities
- Demonstrate leadership in interactions with colleagues, including making contributions to the organization’s alignment of staff deliverables with strategic planning objectives
- Establish and maintain effective, collegial working relationships with SFCASA staff, board and volunteers, as well as with representatives of the San Francisco Human Services Agency, San Francisco Unified School District, the dependency court attorney panel, education service providers and other community service providers and entities
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director and Agency may be assigned from time to time – SFCASA is a small non-profit organization requiring flexibility from its staff

Qualifications and Requirements
- Bachelor’s degree in social-service or education related field (advanced degree preferred)
- Knowledge of general and special education services, with a preference for experience advocating for assessments and access to appropriate educational resources and services (early childhood, PreK-12, post-secondary)
- 2-5 years of experience in social service, education, and/or volunteer program management
- Strong working knowledge of community resources and the strengths and challenges to improve and grow volunteer engagement in San Francisco and greater Bay Area
- Must complete SFCASA Volunteer Advocate Core Training
- Must pass a comprehensive background check
- Strong written communication skills, including editing skills
- Excellent oral communication skills, including the ability to calmly evaluate and make mindful, strategic decisions in emotionally-charged situations and in the absence of complete clarity
- Competence in Microsoft Word, Excel and Outlook programs and comfortable utilizing new software programs
- Flexibility with hours, including some evenings and weekends, with an ability to independently manage one’s workload and schedule
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse populations
- Ability to maintain confidentiality and exercise diplomacy in communication with others
- Spanish-English bilingual candidates strongly encouraged to apply
- Candidates should be prepared to provide a writing sample upon request

To Apply
Please send a cover letter, resume and three references in one PDF via e-mail to resumes@sfcasa.org with “Educational Advocacy Open Position” in the subject line. No phone calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

San Francisco CASA is an equal opportunity employer.