

Job Title – Advocate Supervisor (Monterey Park)
Reports to – Advocacy Team Manager

Organization Overview

CASA of Los Angeles mobilizes community volunteers to advocate for children who have experienced abuse and neglect. The organization envisions a Los Angeles in which every child in the child welfare system has an advocate and the opportunity to thrive. CASA of Los Angeles is on a path over the next five years to expand services to children in LA County’s child welfare system so that it provides services to a meaningful number of the 30,000 children in the dependency court system every year.

Key to these efforts is growth in the number of volunteers trained each year, the number who stay active in a year, and in revenue raised from community partners and other donors.

Position Overview

The advocate supervisor reports to the advocacy team manager and provides orientation, engagement, coaching, mentoring, training, support and overall management to a team of CASA volunteers. The supervisor ensures the highest level of advocacy intervention and efforts for each child appointed to a CASA. The supervisor must demonstrate general subject matter expertise in the area of child welfare and child advocacy (0-21 years of age).

Duties and responsibilities

Volunteer Coordination

- Provide holistic and comprehensive volunteer coordination and management to an assigned team of CASA volunteer advocates and CASA peer coordinators.
- Coach and support assigned CASA’s through a supervisory coaching approach, using techniques of consultation, mentoring, assistance in processing information and problem solving, guidance, motivation, and provision of training and resource material.
- Facilitate matching of children with an advocate by assisting them with reviewing a waitlisted case, and discussion for appointment. Provide advocates with new cases to review as soon as they are ready and willing to be assigned.
- Assist CASAs with initial assessments of cases assigned, and the setting of initial CASA goals and beginning intervention efforts. Provide monthly case reviews with each CASA through in-person meetings and/or phone consultations to support ongoing efforts, provide coaching and feedback, review goals and interventions and monthly progress on case efforts.
- Support and train advocates in working from a spirit of collaboration, respect and customer service in their advocacy efforts with respect to all others working with children’s cases. These include children and parent’s attorneys, caretakers and caretaker programs, county program workers, school personnel, and all service providers.
- Gather information and support advocates in gaining knowledge of community resources available to children in foster care relevant to specific cases.
- Support advocates in working with children and families in crisis and with trauma backgrounds. Become well versed in trauma informed services and approaches, to support and coach volunteers to work with children and other stakeholders through this lens. Assist

in mentoring advocates through difficult case information and experiences that may lead to vicarious trauma.

- Support advocates in the defining and holding of clear boundaries with children, regarding children's needs and expectations and the role of the CASA.
- Provide support and guidance to CASAs prior to and during court hearings and other community meetings as needed.
- Participate in training, assignment, and coaching of CASA peer coordinators to provide coaching and first line of support to subset of CASA volunteers within advocate supervisor team.
- Gather feedback on CASA's performance via meetings or phone contacts with placement (foster parent, group home) social workers, attorneys and other stakeholders to enhance coaching and training.

Electronic Case File Oversight:

- Maintain cases in data base system for new CASA's once assigned to a child's case and close out when case has been completed and CASA has been relieved.
- Collaborate with CASA on case baseline ratings, setting of initial case goals and complete all documentation into electronic case management system.
- Ensure CASAs are trained and supported on how to use electronic case management system and assist in troubleshooting when needs arise.
- Ensure a monthly case review with each CASA to be updated on advocacy efforts on case goals. Ensure that CASA's document monthly progress notes on advocacy work through Case Notes and Visitation Notes into electronic case management system.
- Assist CASAs in determining outcomes ratings for completed cases, and complete in the data base system.
- Support CASAs in the timely writing of relevant court reports that support their facts and perspective of the case and in making recommendations to the court. Review, provide feedback and guidance as needed and submit CASA's court reports in accordance with program procedures.

Other Duties:

- Provide tracking of metrics/deliverables for maintaining full caseload capacity of CASA and peer coordinators and children served
- Provide tracking of metrics/deliverables toward all program initiatives as required by grants or general program coordination.
- Attend and actively participate in one on one supervisory meetings and team group supervisory meetings as scheduled.
- Travel required on an as-needed basis, including occasional evening and weekend work.
- Other special projects as assigned.

Required Qualifications

- Master's degree in the areas of human services, social work, psychology or a related field.
- Experience in the field of child welfare and experience working with key populations of children 0-5, tweens, teenagers and transitional age youth. Understanding of the developmental, academic, social and emotional needs of this population.

- Minimum of 1- 2 years of experience in the area of staff or volunteer supervision/management in a human service setting.
- Knowledge of clinical and case management service work with practical experience.
- Highly proficient in MS Office, and ability to work with new systems.
- Excellent organizational skills and ability to multi-task.
- Ability to work within a multicultural environment serving children and families of diverse backgrounds.
- Exceptional oral and written communication skills.
- Ability to pass a live scan background check.

Preferred

- Solid understanding of the scope, nature and referral protocol for public sector and community based agencies serving children, youth and families.
- Understanding of the principles and practices of community agencies and community resources and their role in the treatment of at-risk children.
- Supervisory experience overseeing staff and/or volunteers in relevant capacity.

How to Apply

Applicants should send a resume, salary requirements and cover letter outlining how they meet the specific requirements of the position to Olivia@ExpertEffect.com. Only applicants whose resumes are selected for an interview will be contacted. Please note that the selected candidates will be required to submit to a full live scan and background check.

CASA of Los Angeles (CASA/LA) is an equal opportunity employer and is committed to fostering diversity within its staff. CASA/LA promotes equal opportunity for all employees and applicants. In doing so, we comply with local, state, and federal laws and regulations to ensure an equal employment opportunity for everyone. We don't discriminate in employment opportunities or practices on the basis of race, ancestry, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, citizenship, military service obligation, veteran status or any other basis protected by federal, state or local laws. Our policies and personnel practices are intended to ensure that all of us are treated equally with regard to recruiting, hiring, and advancement, and our decisions on employment are made to further the principle of equal employment opportunities for employees.

CASA/LA is an equal opportunity employer committed to a diverse and inclusive workforce. In addition, the company will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring.