



## **Position Title: Advocate Supervisor**

### **Report to: Executive Director/Program Director**

#### **Summary**

The Advocate Supervisor is responsible for providing on-going education, support, and supervision to assigned CASA volunteers. In addition, the Advocate Supervisor is responsible for the administrative case management of open court cases assigned to respective advocates.

#### **Job Description**

- Have sufficient knowledge of each case to provide supervision and to be able to step in for the volunteer in case of an emergency.
- Review cases and assign to volunteers.
- Assist advocates in developing goals and case plans for their cases.
- Work one-on-one with each volunteer to ensure advocating the child's best interests.
- Monitor compliance of Court's orders.
- Instruct volunteers in information gathering and proper documentation of all casework activity.
- Assist with the preparation of advocate's written report to the court.
- Ensure that all reports are submitted to the Court in time for the scheduled hearing and all parties are properly notified.
- Act as liaison between advocate and any management of other agencies.
- Coordinate and set up telephone calls, meetings and case conferences with CWS staff, attorneys, and others as necessary.
- Provide support or intervention to the volunteer as needed.
- Meet face to face with the volunteer at least every other month and telephone contact with the volunteer at least monthly.
- Be available by telephone, in person, or email to advise the volunteer and answer any questions.
- Enter case notes in the Database.
- Make decisions on acceptance of volunteers to program, evaluating volunteer's performance in fulfillment of his/her duties on an ongoing basis as well as formal annual evaluation, and removing volunteers when appropriate.
- Keep Program Director informed of any problems regarding cases assigned to volunteers.
- Participate in any opportunities for professional development as allowed or as requested by the Executive Director and/or Program Director.
- Assist in maintaining the volunteer's compliance with providing mandated paperwork, i.e. DMV, Insurance, Driver's License.
- When necessary, accompany advocates on home or agency visits.
- Facilitate relations between advocates and key players on their case, professional or otherwise.
- Periodically attend CASA continuing education workshops to support, mediate, record and facilitate.

## **Qualifications and Experience**

Work requires

- BA/BS degree
- Work generally requires 2 years' experience in the fields of child welfare, child development, juvenile justice or social services.
- Experience working with volunteers is preferred.
- Strong organizational skills with attention to detail.

## **Knowledge, Skills, and Abilities Required**

- Ability to prioritize and effectively manage multiple tasks and projects in order to meet mandated deadlines.
- Ability to establish and maintain effective working relationships with staff, volunteers, and community partners. Ability to offer critical analysis in conjunction with an empathic response.
- Capable of establishing and maintaining effective working relationships with staff, volunteers and stakeholders.
- Must be respectful of all people regardless of race, ethnicity, culture, socioeconomic background, religion, gender, sexual orientation or disability
- Ability to adapt to a changing environment with the ability to respond to and manage crisis with calm, mindful, and respectful approach.
- Ability to gather data, compile information and prepare reports.
- Ability to make administrative/procedural decisions and judgments.
- Knowledge of community resources.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
- Knowledge and application of self-care and stress management practices.
- Strong computer skills, proficiency with Microsoft Office (Word, Excel, PowerPoint), and ability and willingness to learn new software as needed.

## **Requirements**

- Criminal justice fingerprint clearance (Federal, State, CACI)
- Valid driver's license.
- Travel (primarily within San Luis Obispo County).
- Ability to work occasional evenings and weekends.