



## SAN FRANCISCO CASA

**Employer:** San Francisco CASA  
**Position:** Case Supervisor  
**Status:** Full-time exempt  
**Posted:** August 2023; open until filled

### Organization Overview

Through advocacy and mentorship, San Francisco CASA empowers community members to stand up for a foster child and champion their rights in court and the community. SFCASA recruits, trains and provides ongoing support to community volunteers serving as Court Appointed Special Advocates to advocate for the best interests of youth in the foster care and juvenile justice systems. Through sustained, relationship- and strength-based support during and after systems involvement, SFCASA creates positive change in children's lives, providing them with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at [www.sfcasa.org](http://www.sfcasa.org).

### Position Overview

The Case Supervisor is primarily responsible for the administrative case management of the open dependency court cases serviced by SFCASA. In doing so, the Case Supervisor provides supervision and direction to CASA volunteer advocates and ensures volunteer compliance with Agency policies. The Case Supervisor also collaborates with SFCASA staff to screen potential volunteers, assist in various aspects of volunteer advocate training, and ensure that the educational needs of all client youth are met. This position will report to the Program Manager. Qualified candidates must be available to complete core volunteer training.\*

*Core Training will take place on Tuesday and Thursday evenings from 6pm-9pm, beginning on September 9, 2023 and ending on November 2, 2023 with hybrid in-person and virtual classes. There is an option to do self-guided Core Training curriculum for most classes. The remaining classes can be made-up in the Winter training that starts in early February.*

### Responsibilities

#### ***Supervision, support and management of volunteer advocates and their assigned cases***

- Maintain organized, accurate and up-to-date electronic case records in compliance with Agency protocols, ensuring data integrity for reporting needs
- Support volunteer advocates in the completion of court-mandated duties, including, but not limited to, developing and submitting monthly contact logs, court reports and case plans and participating in court hearings and case meetings
- Exercise discretion and independent judgment to assist advocates in creative problem solving, utilizing Agency 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
- Build and maintain positive, supportive and collegial relationships with Advocates
- Maintain frequent (minimum monthly) 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 SFCASA staff
- Annually evaluate advocate performance in the fulfillment of their duties.

### ***Additional Responsibilities***

- This role will require some evening and weekend hours, with an ability to independently manage one's workload and schedule
- Provide assistance with the recruitment and training of new advocates and the continuing education and retention of established advocates
- 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, the dependency court attorney panel, education service providers and other community service providers and entities
- Participate as active team member and support organizational events as needed including, but not limited to, Swearing-In Ceremonies, Advocate Appreciation, Youth Holiday Party and Fostering Change Gala.
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the 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 related field (advanced degree preferred)
- Demonstrated experience in the fields of social service, juvenile law, education and volunteer program management and/or case management required
- Candidates with knowledge of SF Bay Area public health landscape and healthcare / mental health advocacy strongly encouraged
- Previous volunteer management, counseling or coaching experience highly desired
- Strong writing and editing skills
- Strong reading comprehension skills, including ability to accurately follow multi-step written instructions and guides.
- Excellent oral communication skills, including the ability to lead group conversations and make presentations to groups.
- A positive, solutions-oriented, and flexible attitude
- A passion for volunteerism
- Strong working knowledge of community resources in the City and County of San Francisco and greater Bay Area
- Competence in Microsoft Word, Excel and Outlook programs and comfortable with learning and utilizing new software programs
- 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 and discretion in communication with others
- Spanish-English bilingual and BIPOC candidates strongly encouraged to apply
- SFCASA is committed to centering and supporting the voices of former foster youth. Applicants with lived experiences of the dependency system and/or other system involvement, as well as individuals with extensive experience with system-involved youth, are highly encouraged to apply.
- Candidates should be prepared to participate in a brief reading comprehension and writing and editing activity.
- Must pass a comprehensive background check

**Salary & Benefits**

Salary for this position is \$69,394 per year. SFCASA offers a hybrid working environment (currently 60% in office and 40% remote). SFCASA offers a robust benefits package including health, dental and vision insurance; a 403(b) retirement savings fund; flexible spending plans for medical, dependent care, and commuter expenses; and generous vacation, sick leave and paid holidays. Employees in their first year accrue 15 vacation days and 12 sick days annually and receive 16 paid holidays per year, including their birthdays off.

**To Apply**

Please send a cover letter, resume and three references in one PDF file via e-mail to [resumes@sfcasa.org](mailto:resumes@sfcasa.org) with "Case Supervisor Open Position" in the subject line. Please, no phone calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

SFCASA is committed to workforce diversity and does not discriminate on the basis of age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. Qualified applicants will receive full consideration without regard to age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. SFCASA will consider qualified applicants with arrest or conviction records for employment in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

**San Francisco CASA is an equal opportunity employer.**