**Full-Time Advocate Manager**

The Advocate Manager provides professional guidance and support to GAL volunteers to ensure that children assigned to the CASA Lake County organization receive thorough advocacy and proactive permanency planning. This role is responsible for case assignment, planning, ongoing advocacy direction, and support to 30-40 CASA volunteers.

The Advocate Manager will assist in the recruitment, training, case assignment, and evaluation of CASA volunteers. The person in this role will be responsible for supervising, motivating, and retaining volunteers, reporting and the essential case records of the organization, interfacing with other local child welfare agencies, and providing input in identifying, developing, and implementing program needs and goals. This role requires a motivated person with a strong interest in working in collaboration with volunteers for the best interests of children in the protective care system.

Qualifications Required

·      A bachelor’s degree in a related field or equivalent combination of education or experience

·      Training and/or experience in education, child development, law, social work, child psychology, or volunteer management.

·      Strong computer skills including experience in the Microsoft Office suite of products

·      Willingness to learn and use new computer systems and software

·      Excellent oral and written communication skills

·      Enthusiasm for working in positive collaboration with volunteers

·      Ability to simultaneously supervise, empower, and motivate volunteers.

·      Appreciation of the importance of confidentiality of volunteer and child personal information

·      Ability to conduct oneself professionally within a courtroom setting

·      Skills to multitask and manage many concurrent timelines

·      Commitment to CASA Lake County mission and goals

·      Willingness to support organizational communication and fundraising efforts

Qualifications Preferred

* Experience working in the juvenile courts
* Experience serving as a CASA Volunteer
* Advanced post-graduate education in related fields
* Proficiency with languages in addition to English
* Knowledge or and experience within the Lake County communities of North Chicago, Waukegan, or Zion.

Responsibilities

* Maintains up-to-date information pertaining to active cases
* Delegates responsibility for casework to Volunteer Advocates
* Works with Volunteer Advocates to develop child-centered, objective court reports with sound, actionable recommendations
* Understands the juvenile legal process and court procedures
* Seeks more experienced advice and guidance for case management when needed
* Participates in staff meetings, including core team meetings and case management.
* Ensures maintenance of client confidentiality at all times
* Ensures compliance with all state and federal mandated reporting guidelines
* Empowers Volunteer Advocates to be effective and well-respected by providing clear direction
* Submits court reports on time
* Redirects Volunteer Advocates who act inappropriately
* Responds to needs of Volunteer Advocates
* Motivates Volunteer Advocates to do a complete job
* Gives appreciation and recognition for the work of Volunteer Advocates
* Ensures that services are delivered from a client-centered, trauma-informed perspective
* Provides continuing education/training so Volunteer Advocates become more proficient
* Uses court report writing and editing as an effective teaching tool
* Works in partnership with GALs
* Cultivates the confidence and respect of Judges, GALs, state’s attorneys, social service personnel, court security, and other court personnel
* Works respectfully and effectively with other adults involved with the children we advocate for (e.g., parents, foster parents, relatives, medical professionals)

CASA Lake County Organizational Requirements

* Commitment to CASA Lake County’s goals and mission to promote and protect the best interest of children who have been abused or neglected, by training volunteers to advocate for them in courts, in schools, and in our community to help them find safe, permanent, and loving homes.
* Completion of CASA Lake County’s 40-hour training program within one year of hire.
* Commitment to ongoing education, completing at least 12 hours per year of relevant continuing education.
* Commitment to improvement of the level of service.
* Represents CASA Lake County in the community as needed.
* Cooperative staff support as needed and in additional case supervision responsibilities.
* Performs other duties as assigned by the Program Director or Executive Director.
* Physical Requirements and Work Environment

The Advocate Manager is expected to have daily transportation to attend offsite meetings, educational programming, and conferences, recruitment, retention and fundraising events, etc. Occasional out-of-town overnight travel. He/she will spend some time in the office that could involve intermittent physical activities including bending, reaching, sitting, and walking during working hours.

Covid-19 Office Policy

Due to current public health concerns, all CASA Lake County employees now work remotely and will continue to do so until conditions change enough to allow a return to the physical office on a regular basis.

Benefits

·      Performance review policy

·      15 annual paid holidays

·      Paid vacation/personal days

·      Health, dental, and life insurance

·      Simple IRA Retirement Plan with matching contribution up to 3% of salary