

# CASA KANE COUNTY

## ADVOCATE SUPERVISOR JOB DESCRIPTION

### General Description:

The Advocate Supervisor provides professional support to CASA/GAL volunteers to ensure that children assigned to the CASA Kane County organization receive thorough advocacy and proactive permanency planning. He/she will be responsible for case assignment, planning, on-going advocacy direction and support to the CASA/GAL volunteers.

He/she will assist in the recruitment, case assignment and evaluation of CASA/GAL volunteers. The Advocate Supervisor will be responsible for CASA/GAL volunteer supervision, reporting and the essential case records of the organization, interfacing with other local child welfare agencies, providing input in identifying, developing, and implementing program needs and goals, and providing on-going stewardship. He/she needs to be highly motivated and organized individual who can ensure the highest level of advocacy for the appointed children of each CASA/GAL and share passion for CASA Kane County's mission.

### History – Mission – Direction of the Organization:

In 1977, a Seattle Superior Court Judge named David Soukup was concerned about trying to make decisions on behalf of abused and neglected children without enough information. He conceived the idea of appointing community volunteers to speak up for the best interests of these children in court. He made a request for volunteers; 50 citizens responded, and that was the start of the CASA movement.

Mission Statement: CASA Kane County is a Guardian ad Litem, nonprofit volunteer organization that advocates for the best interests of children in abuse, neglect and private guardianship cases within the Juvenile Court system.

CASA Kane County is 33 years old with 22 staff members, 25 Board of Directors, 40 Children's Ambassador Panel members and 220 active CASA/GAL volunteers. As a Guardian *ad Litem* organization, we are appointed to 100% of all abuse/neglect and probate cases in Kane County!

### Qualifications:

- Minimum of a Bachelor's degree in social service or volunteer management related field, or equivalent combination of education and experience
- Personal and professional integrity
- Strong computer skills in all Microsoft Office Products including Word, Excel and Outlook and experience working with case management or database management software
- Demonstrates excellent oral and written communication skills
- Ability to work as a team player and interact **positively** with volunteers, staff and judicial partners
- Demonstrates maturity and responsibility in handling confidential information
- Ability to **communicate**, **supervise**, and **empower** advocates to be effective in their advocacy roles
- Support Advocate Volunteers through stewardship and building and maintaining strong relationships

- Knowledge and understanding of matters within families in crisis relating to child abuse/neglect
- Ability to multi-task and handle timelines efficiently
- Flexibility in work hours as required in order to carry out activities
- Self-starter who is goal-orientated and brings a high level of energy to a dynamic team
- Demonstrates professional ability to interact **positively** in many different settings with CASA volunteers, attorneys, and other court personnel
- Ability to develop and maintain relations with other agencies and judicial partners
- Problem solving and conflict resolution skills
- Bi-lingual skills preferred
- Juvenile courtroom experience preferred
- Commitment to CASA Kane County's goals and mission

**Cooperative Working Relationships/Accountability:**

The Advocate Supervisor reports to the Director of Advocate Supervision. He/She works closely with CASA/GAL volunteers, other team members and court personnel.

**Responsibilities:**

- Completion of a 45 hour CASA Kane County CASA/GAL educational training.
- Review new cases and assign advocates in coordination with the education and compliance team.
- Assist in the development of initial case plans and on-going strategies for advocacy.
- Provide assistance and guidance to advocates as needed and when requested.
- Attend court hearings and maintain a comprehensive schedule of all activities.
- Assist in the interviewing and training of new advocates.
- Review, edit and prepare CASA court reports.
- Maintain and audit case files in the CASA office.
- Complete training on CASA's "Optima" volunteer database program and assist with statistics concerning case or advocate data.
- Meet with other CASA team members in establishing a comprehensive advocate educational plan (AEP) for greater case, CASA and child outcomes.
- Perform annual evaluations of all assigned advocates.
- Assist with Outcome Measurement Plan and program evaluation efforts with administration.
- Assist in advocate related education and recognition events with other staff.
- Communicates with all advocates at least twice a month.
- Ensure that all child/CASA volunteer visits are occurring in compliance with the Volunteer Handbook and Manual.
- Acknowledge volunteers through the CASA organization stewardship plan.
- Attend case related staffing's or visits with the CASA volunteer to ensure proper case management, empowerment and coaching.
- Attend on-going educational opportunities for greater education and resource knowledge.
- Facilitate and develop with CASA volunteers a transitional plan of action to help ensure the safety and well-being of each youth, and to help them achieve the best possible education and future outcome.
- Ensure proper reporting and case management with administration so that volunteers are managing their data into Optima the volunteer and organizational software ensure proper outcomes of data are reported accurately.

- Attend case related meeting or appointments with other services agencies or service providers; conduct child visits if necessary.
- Assist with other tasks as needed by the administration.

### **Physical Requirements and Work Environment**

The Advocate Supervisor 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.

### **Financial Overview**

Annual Budget for Organization: \$3,500,000. Organizations financial resources: foundation and corporate grants, special events, interest income, endowment income and earnings, annual contributions and major gifts.

### **Benefits**

- Performance Review Policy
- Vacation and Holiday Pay
- Health Insurance Plan
- Retirement Plan (403b) 3% match by CASA

**Employee Classification** Full time – exempt position.

### **Equal Employment Opportunity Policy Statement**

CASA Kane County provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, CASA Kane County will provide reasonable accommodations for qualified individuals with disabilities.

### **Inquiries and Correspondence:**

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### **Include:**

- Resume
- Cover Letter
- 3 References