



Position Description

CASA Supervisor / Senior Program Director

Yamhill County CASA Program

Nature of Work

The traditional CASA Supervisor role supports and coordinates the case management activities of the CASA volunteers, appointed by the court to advocate on behalf of abused and neglected children. Our program is undergoing a period of growth and reorganization and this position is expected to grow and evolve with a change in to see a stronger focus on Volunteer Management than Case Management (the Senior Program Director). The CASA Supervisor also plays a major role in recruitment of new applicants, new applicant and in-service training. In addition, as with any small organization, cross-training for many roles will be expected and staff are expected to participate in the administrative and fundraising activities required to further the goals and mission of the program. The Supervisor conducts all activities in a positive and confidential manner. This is a salaried position; fundraising and training support will require occasional evening or weekend participation.

Supervision Received

The Supervisor works under the direction of the Executive Director.

Supervision Exercised

The Supervisor coaches and supports CASA volunteers engaged in their daily work. While initially working directly with advocates, the position is expected to evolve into a position that works directly with volunteer Peer Coordinators; providing supervision and subject matter expertise to those Peer Coordinators. As such, this position requires leadership, planning skills, and familiarity with dependency court processes. The Supervisor may also supervise other volunteers working on projects in support of the program as assigned by the Executive Director.

Typical Duties

A small office is a team where everyone eventually does almost everything. The following list articulates principal duties.

- Supports, evaluates, and supervises the work of CASA volunteers (Advocates or Peer Coordinators as needed)
- Maintains familiarity with key cases as needed
- Participates for CASA in local agency meetings

- Oversees accuracy of the CASA calendar and that volunteer advocates are aware of upcoming case obligations
- As needed, serves as the contact point between advocates and the parties to the case, relaying messages and communications
- Assures all records pertaining to cases are maintained in a manner consistent with state law and CASA standards
- Serves as the interface between the Court and Citizen Review Board and the advocates. This may involve the distribution of court and CRB reports.
- Assists in the recruitment of new CASA volunteers
- Processes references on applicants and participates in formal interviews of candidates
- Assists in the set up and facilitation of monthly volunteer in-service training meetings
- Helps identify training needs
- May be asked to produce the weekly newsletter for volunteers, board members and advisors
- May be asked to maintain the website or make routine facebook updates
- Monitors the volunteer hours, mileages and continuing education credits. Pursuing routine follow up when continuing education credits begin to lag.
- Assists with the routine clerical tasks of the office and the periodic additional tasks required by fundraising events and administrative work
- Participates in the presentation of the initial CASA training program for new advocates
- Maintains positive and confidential working relations with all staff, volunteers and community partners
- Attends state and local trainings in support of the CASA program goals and attends national CASA conferences as resources are available.
- Performs related duties as required

Qualifications

- Minimum two years experience as a volunteer or as paid staff working with volunteers
- Bachelor's Degree required, preferably in a social science. (Education requirement may be fulfilled by an equal amount of paid experience in a social service agency.)
- Must be proficient in Microsoft Office, including Excel, and be competent in working with Access databases.
- Must have experience with web site maintenance using content management tools and have experience with social media.
- Must qualify as a CASA volunteer and be sworn in as a CASA during the next CASA training conducted by the Yamhill County program.
- Direct CASA volunteer, social service experience, or direct knowledge of the dynamics of abuse and neglect preferred.
- Excellent oral and written communication skills required
- Strong leadership and interpersonal skills required.
- Bilingual competency preferred