



## Volunteer Supervisor

Classification: Volunteer Supervisor – Full Time

Reports to: Executive Director

Scope: CASA appointed cases of children who are victims of abuse and/or neglect.

Qualifications: Degree preferred in Sociology or related field. Bilingual: English/Spanish

Experience: Previous experience in casework and volunteer management.

### **Case Management:**

- a) Coordinates casework responsibilities including professional, family and child contacts.
- b) Coordinates support services, linkage to community resources, if available.
- c) Coordinates and channels filing of all CASA reports to the court.
- d) Attends court hearings and meetings, and monitors all services.
- e) Coordinates home visits, face to face contacts with clients and home assessments.
- f) Knowledge of child placement options, levels of care, and TDPRS policies and procedures.
- g) Initiates orders for assignment of volunteer to case, and prepares statement to judge.
- h) Consults with Executive Director about problems or concerns with client needs.
- i) Carries a maximum caseload of up to 30 cases.
- j) Maintains up-to-date case files, including progress notes, weekly chronological narratives, reports and motions, correspondence, etc.
- k) Any and all other related casework as assigned by the Executive Director.

### **Volunteer Supervision:**

- a) Supervises volunteer advocates that are assigned to cases.
- b) Maintains monthly contact with each volunteer and receives case reports.
- c) Provides assistance and consultation to volunteers as needed and when requested.
- d) Maintains volunteer reports and other statistical case information.
- e) Consults with the Executive Director regarding volunteer assignments.

### **Volunteer Coordinator : (as needed)**

- a) Assists with volunteer recruitment by participating in community presentations.
- b) Prepares training classes, and in-service training, assisting as moderator or presenter.
- c) Assists in the development of training materials.
- e) Assists in the screening of potential advocates.

### **Program Activities:**

- a) Attends available conferences or workshops for the development of programs for staff.
- b) Attends staff meetings as requested by the Executive Director.
- c) Assists in public education about CASA, or its volunteers.
- d) Participates in the program evaluation and development.
- e) Assists in volunteer recognition events.
- f) Completes special projects and tasks as assigned.
- g) Adheres to and completes any and all assignments by the Executive Director.

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## JOB DESCRIPTION

### Office Administration:

- a) Maintains a professional, clean and organized environment.
- b) Maintains proper office policies and procedures.
- c) Adheres to work rules and stands of conduct.
- d) Assists in orientation of all new staff.
- e) Maintains a neat appearance, professional attire for court, and proper phone etiquette.

### Job Accountability and Standards:

- a) Ability to clearly convey and interpret information to others in a clear manner, both orally and in writing.
- b) Ability to work under time constraints and maintain effective job performance.
- c) Ability to make decisions independently in a consistent and timely manner.
- d) Ability to identify problems in both case management and volunteer coordination and plan corrective action **with approval** from the Executive Director.
- e) Provides timely and accurate reports for submission to the court and other involved parties.
- f) Provides notification of meetings and court hearings to child advocates.
- g) Maintains case and child advocate statistics for funding and statistical reporting.
- h) Maintains and fosters congenial relationships with other professionals.
- i) Evaluates child advocates case activity and performance.
- j) Participates in or facilitates ongoing continuing education opportunities.
- k) Attends community meetings/receptions/ presentations as assigned by the Executive Director.
- l) Assists in statistical compilation.
- m) Prepares weekly and/or monthly activity report.
- n) Prepares case notes of all court hearings, CPS meetings, home assessments and visits for the Executive Director.
- o) Maintains, prepares and submits monthly time sheet, attendance record and casework data.