



CASA for Children of Mercer and Burlington Counties

Position Description

POSITION: Advocate Supervisor, Mercer County Program
REPORTS TO: Program Director
LOCATION: Mercer Office, 1450 Parkside Ave. Ewing, NJ

JOB FUNCTIONS:

The Advocate Supervisor provides professional staff support to CASA volunteers ensuring that children involved with the CASA program receive sound advocacy and early permanency planning. The Advocate Supervisor is responsible for volunteer supervision and coordination of cases.

Primary Responsibilities:

Volunteer Supervision

- Make a minimum of weekly contact with each volunteer
- Provide assistance and consultation as needed and when requested
- Schedule, coordinate and facilitate ongoing in-service programs
- Keep necessary and appropriate volunteer records as directed by the Program Director
- Consult with appropriate DCP&P and CIC staff regarding client needs and volunteer assignments
- Conduct field visits with volunteers if needed.
- Assist in volunteer appreciation events.
- Ensure volunteers are meeting minimum monthly requirements including child visit requirements and written documentation is submitted within program specific time frames.
- Report all volunteer performance concerns to the Program Director
- Ensure volunteers are following the Code of Conduct

Case Management

- Coordinate, document and channel all volunteer requests until resolution
- Match case with appropriate volunteer in consultation with and approval from the Program Director
- Prepare and distribute assignment documentation.

- Help develop initial case plans and on-going strategies for advocacy.
- Review and distribute volunteer court reports in consultation with and approval from the Program Director
- Attend court hearings and track court dates.
- Train volunteers on web-based case management software.
- Maintain case files and supervise volunteers through our CASA Volunteer Management software.
- Work closely with the Family Court, DCP&P and service providers.

Volunteer Training

- Assist in the recruiting, screening, interviewing and training of new volunteers.
- Assist in scheduling, coordinating and attending all pre-service training classes, assisting as facilitator or presenter.
- Assist with customization of training manuals.
- Some evening work required.

Program Activities

- Attend staff meetings
- Attend conferences and workshops for professional development as requested by the CASA management
- Complete CASA training
- Perform other duties as may be assigned
- Attend CASA fundraising events

Qualifications:

- Bachelor's degree in social service related field with three years of experience in volunteer coordination and/or social services required.
- Masters in Social Work or Counseling preferred.
- The ability to communicate with, supervise and empower volunteers to be effective in their roles. Experience with volunteers given preference.
- The ability to work cooperatively with different types of personalities.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect given preference.
- Commitment to CASA for Children of Mercer and Burlington Counties goals and mission. Strong time management, writing and oral communication
- Ability to work individually and in a team setting

Employee Classification: Exempt; full-time