



CASA of Central Texas, Inc.

Job Description for Casework Supervisor

Classification: Exempt
Reports to: Program Director

Summary of Responsibility:

- ◆ Supervise volunteer child advocates
- ◆ Attend and moderate training sessions for child advocates
- ◆ Participate in case staffing, assist placement options, participate in program evaluation, attend court hearings, and provide supervision in filing court reports
- ◆ Coordinate child, child advocate, and professional contacts
- ◆ Provide information to child clients, families, and placements regarding community resources
- ◆ Maintain child advocate records and statistical case information

Minimum Qualifications:

- B.S. in Social Work or Equivalent
- Experience in providing child advocacy casework services
- Experience in volunteer supervision

Additional Desired Qualifications and Skills:

- Experience in maintaining and organizing statistical information
- Proficiency with the entire Microsoft Office Suite, including Microsoft PowerPoint and Publisher

Required Knowledge, Skills and Abilities:

- Ability to maintain confidentiality
- Ability to exercise initiative and make independent decisions
- Ability to prioritize and perform assigned job responsibilities independently and in a timely manner, with minimal supervision
- Ability to effectively communicate (verbally and in writing) and be able to receive constructive criticism
- Ability to work in, and maintain, a professional atmosphere with employees, visitors, volunteers, other agency partners, and the general public
- Ability to listen effectively and follow instructions
- Ability to meet deadlines
- Excellent interpersonal skills, sound judgment, and good decision-making skills
- Excellent organizational and time-management skills
- Ability to multi-task, work in a fast-paced setting, and adapt well to changes
- Ability to present a professional appearance and demeanor
- Ability to operate office equipment
- Ability to effectively work as a part of a team

- Flexibility in performing tasks outside of basic responsibilities
- Ability to organize and prioritize work schedules on long and short-term basis
- Ability to maintain service excellence, attention to accuracy, and effective working relationships with fellow employees, volunteers, other agencies, and the public while working with interruptions
- Excellent verbal and written communication skills and time management
- Enthusiastic attitude

Essential Job Functions and Standards:

Case Management

- Lead and manage a team of volunteer advocates, by exercising independent judgment and decision making, toward the primary objective of finding a safe and stable home for every child to whom assigned/appointed as Guardian Ad Litem.
- Perform and direct casework services culminating in written and verbal court testimony in court hearings and trials, and participating in mediations, to advocate for the best interest of each child, address concerns related to each child, and make informed recommendations to improve each child's well-being in terms of their medical care, mental health, education, housing, and permanency.
- Be knowledgeable about State and Federal laws pertaining to child welfare including, but not limited to, the Texas Family Code and the role/responsibilities of Guardian Ad Litem in child protection civil cases.
- Ensure casework/volunteer compliance with state and federal laws, and ensure compliance with extensive standards established by CASA of Central Texas, Texas CASA and the National CASA/GAL Association.
- Be proficient in, and follow, child placement options, levels of care, and Department Family and Protective Services (DFPS) policies and procedures.
- Timely and efficiently identify problems in both case management and volunteer coordination and plan corrective action.
- Carry and manage a caseload of no fewer than 25-30 cases as assigned by a district judge.
- Coordinate casework responsibilities, including family and child contacts, professional contacts, transportation, support services, linkage to community resources, court report monitoring, appearances at hearings and maintenance of case and child advocate volunteer files.
- Attend court hearings and staffing meetings with child advocate.
- Provide notification of meetings and court hearings to child advocates.
- Provide timely, accurate reports for submission to the court and to other involved parties.
- Maintain up-to-date case files, including progress notes, reports and motions, correspondence, etc.
- Maintain case and child advocate statistics for funding and statistical reporting.
- Evaluate child advocate case activity and performance.

Additional Responsibilities

- Participate in new child advocate training sessions.

- Participate in ongoing continuing education opportunities (in-services).
- Attend community meetings as agreed upon by Program Director and Executive Director.
- Assist in program development.
- Provide input for monthly newsletter.
- Maintain a professional, organized environment in the daily operation of the CASA office.
- Complete special projects and tasks as assigned.
- Anything else the Executive Director deems necessary
- Able and willing to initiate and coordinate additional areas of responsibility including, but not limited to, such activities as volunteer appreciation, in-service training, new advocate training, statistics, volunteer recruitment and participation on board committees.
- Maintain excellent time-keeping and attendance.
- Be professional and maintain professional appearance at all times.
- Perform other duties as situations warrant; the above list is illustrative of tasks and responsibilities and is not meant to be all-inclusive nor is it intended to substitute for the exercise of good judgment and initiative.

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing personal services. This includes needs assessment, meeting quality standards for services, and evaluation.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, interests; and learning and motivation.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups,

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Time Management — Managing one's own time and the time of others.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Abilities

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Speech Clarity — The ability to speak clearly so others can understand you.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong.

Speech Recognition — The ability to identify and understand the speech of another person.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Working Environment and Physical Demands:

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, walk, sit, use hands to finger, grasp, handle, feel or operate objects, tools or controls, and speak, hear, and read. The employee is occasionally required to kneel and crouch. The employee must occasionally lift and or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee is subject to the usual interruptions associated with providing friendly service and performing multiple duties; the employee should respond courteously and professionally. The employee is required to operate typical business office equipment.

The employee will sometimes be required to attend off-site functions and will be required to provide his or her own transportation to and from an event or other business establishment. (Mileage is reimbursed at the business rate suggested by IRS.)

Duties are normally performed in surroundings where undesirable physical conditions and hazards are minor and controllable.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Employee Acknowledgement

I acknowledge that I have received, read, and understand this Casework Supervisor Job Description. I hereby certify that I have the ability and I agree to perform to the best of my abilities, the functions and duties described herein, with or without reasonable accommodation. I understand that this Job Description does not constitute an employment contract or alter my "at-will" employment status. I further understand that the duties and responsibilities described in this Job Description are subject to change or modification, as determined by management, and that I am responsible for performing any job duties, or other tasks, and responsibilities that may be assigned, and/or directed by management.

Casework Supervisor

DATE