

## **Volunteers for Youth Justice Employee Job Description**

### **Position: CASA Bossier Supervisor**

The goals of the CASA Supervisor position include coaching advocates in working cases to be the ears and eyes of the court while advocating for what is in the child's best interest. It is critical to engage with advocates in order to maximize advocate retention, satisfaction and the overall advocacy experience. The CASA Supervisor works with the advocate to facilitate relationships with DCFS workers, attorneys, service providers and other stakeholders for the best interest of the children. CASA Supervisors play a pivotal role in working with advocates and children and become the face of the agency to the community; therefore, they must practice professionalism and excellence in every respect. This position reports directly to the CASA Program Coordinator in all tasks.

#### **Qualifications**

- A Bachelor's degree in social service-related field or equivalent combination of education and experience
- Experience with volunteer supervision and/or the legal system preferred
- The ability to communicate with, supervise and empower volunteers to be effective in their roles
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect preferred

#### **Duties Specific to the CASA Supervisor:**

- Update OPTIMA database with case related activities and monitor advocate activity in database in a timely manner
- Proofread advocate court reports, submit for approval, prepare and submit to the court
- Maintain accurate and up to date records of advocates and cases that are assigned, and ensure compliance with National CASA and AP Standards
- Assist in coordination of activities with VYJ such as Advocate Appreciation, CASA in-service training, staff and advocate training, and community awareness
- Meet with Program Coordinator twice a month to discuss case load and advocate assignments
- Check and submit mileage forms for volunteer advocates to Program Director
- Support other CASA Supervisors in their individual job duties as needed
- Attend court for continued custody hearings as assigned
- Provide Case Manager with all necessary documents and information to be uploaded into OPTIMA on daily basis (Waiting list and continued custody)
- Supervise advocates (per CASA AP standards) and assist them whenever the need arises by face to face contact or by phone/email at least twice month
- Attend scheduled court hearings and FTM meetings with advocates
- Evaluate volunteer advocates annually or as needed

- Responsible for making sure children on case load receive services inside VYJ and in community (CASA Christmas)

**Duties Specific to All CASA Team Members:**

- Attend CASA Staff meetings
- Responsible for community awareness, organizational liaison, and public relations for CASA program and awareness on abused/neglected children
- Assist with articles, information and resources for the monthly CASA newsletter by recommending articles, writing or researching information related to CASA work
- Assist in maintaining accurate and up to date records in Optima
- Read, understand and implement National CASA Standards and CASA AP Standards
- Compile monthly statistical reports for CASA Program
- Go through the process to become a CASA including all the steps an advocate follows and maintain in service training
- Assist in recruiting, screening, interviewing and training of CASA advocates
- Any other duties deemed reasonable to help the program run efficiently

**Duties Specific to All Volunteers for Youth Justice Team Members:**

- Promote positive and professional attitude to all VYJ employees, advocates, business partners, and community stakeholders
- Answer phones and be able to provide program information
- Complete expense and mileage reports in addition to monthly time sheets
- Knowledge of Microsoft Outlook, Microsoft Excel and Word
- Back up all data to server
- Maintain calendar in Outlook and share with Department Specialist/s
- Attend VYJ Staff Meetings