

VYJ CASA PROGRAM SUPPORT SPECIALIST

Job Description

Position Title: CASA Program Support Specialist
Program/Department: CASA
Immediate Supervisor: Program Director
Work Schedule: Full time 8:30 am-4:30 pm
Benefits: Employee Health/Dental/Vision insurance and retirement

DESCRIPTION:

The Program Support Specialist provides essential administrative and program support to ensure the smooth and accurate operations of the CASA program. This position focuses on managing case records, maintaining data integrity, and ensuring that all “waiting list” cases receive appropriate attention and oversight until an advocate is assigned. This position is an exempt employee.

QUALIFICATIONS:

The CASA Program Support Specialist should have the following skills and experience:

- Bachelor’s degree in social service-related field or equivalent combination of education and experience
- Must exhibit strong work ethic and high standard of personal integrity
- Strong organizational and time management skills with attention to detail.
- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information with professionalism.
- Proficiency in Microsoft Office Suite and data management systems (experience with OPTIMA preferred).
- Ability to work independently while managing multiple priorities effectively.

ACCOUNTABILITY:

The CASA Program Support Specialist is hired by the CASA Program Director and/or Executive Director. The CASA Program Support Specialist reports directly to the CASA Program Director who is responsible for his/her performance evaluations.

RESPONSIBILITIES:

- Must promote a positive and professional attitude to all Volunteers for Youth Justice employees, volunteers, business partners, and clients.

- Serve as the initial point of review and proofing for court reports submitted by CASA Supervisors to ensure clarity, completeness, and compliance with CASA standards.
- Conduct data audits of the OPTIMA database to ensure case information is in compliance with CASA standards.
- Review and proof timesheets and mileage reimbursement forms prior to submission for approval.
- Assist with the collection and organization of expense reports from satellite offices to ensure accurate record keeping.
- Monitor the educational, mental health, and emotional well-being of children on the CASA “waiting list.”
- Maintain consistent communication with DCFS workers for each child on the “waiting list”, gathering up-to-date information on placement, schooling, family visitations, and contact details for all parties involved.
- Attend scheduled court hearings and Family Team Meetings (FTMs) for waiting list children when scheduling permits.
- Ensure TANF verification for all waiting list children and maintain accurate, current verification records.
- Complete and file all necessary case-related forms, including case closures, orders of removal, and orders of appointment.
- Enter and maintain accurate contact logs in the OPTIMA database for all communication and updates related to waiting list cases.
- Provide timely email updates to the CASA Case Manager regarding case status changes and updates for the waiting list spreadsheet.
- Assist with the organization and implementation of all CASA specific fundraisers and events including Volunteer Appreciation, Light of Hope, CASA Superhero Run, CASA Christmas, etc.
- Other duties assigned by CASA Program Director and/or Executive Director of Volunteers for Youth Justice.