

VYJ CASA PROGRAM

Job Description

Position Title: Case Manager
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 goals of the CASA Case Manager position include managing the Optima database, assisting with managing the Waiting List, pulling cases to assign to advocates, and monthly and quarterly reporting for the CASA programs in the 1st, 2nd, 26th, and 42nd JDCs. The Case Manager works directly with CASA Child Advocacy Specialists, Advocates, and CASA staff to manage the case load of the entire program. The Case Manager assists in mass communications with the advocates and program duties such as CASA Christmas in addition to providing technical support to the Optima database. This position reports directly to the CASA Program Director in all tasks.

QUALIFICATIONS:

The CASA Case Manager should have the following skills or experience:

- A Bachelor's degree in social service-related field or equivalent combination of education and experience
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect preferred
- Be knowledgeable in Microsoft Outlook, Excel, Word, and Social Media

ACCOUNTABILITY:

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

RESPONSIBILITIES:

- Input new cases that are assigned to the CASA program and make sure that they are in compliance with National CASA and CASA-AP Standards
- Responsible for keeping the status of the Waiting List spreadsheet up to date
- Responsible for getting TANF Verifications from DCFS for every child who is appointed to CASA program
- Assist CASA staff and advocates with database utilization and operation
- Review all end of month reports from CASA staff and reconcile numbers to ensure

- that data matches what is reported in Optima
- Complete Performance Indicator Reports monthly and assist with quarterly reports and NCASA annual reports
- Run monthly exception reports and submit to Supervisors and Program Director
- Maintain volunteer and children's placement mailing list on monthly basis
- Responsible for ensuring that active advocate information is up to date in OPTIMA (i.e. leave status, discharges, resignations, lack of commitment, etc.)
- Ensure that child/volunteer satisfaction surveys are sent out annually and results reported back to CASA Program Director
- Ensure that Supervisor satisfaction surveys are sent out annually and results reported back to CASA Program Director
- Serve as backup for photographs at swearing ins and completion of certificates when necessary.
- Serve as team backup for 72 hr hearings and FTMs
- Assist in updating and maintaining the VYJ social media accounts in regard to the CASA program to promote volunteer recruitment and CASA awareness
- Ensure that information relating to CASA events are accurate and up to date on VYJ website
- Assist in coordination of activities with VYJ such as volunteer appreciation, CASA In-Service Training, CASA Christmas, staff and volunteer training
- Attend CASA staff meetings
- Be willing to complete any duties deemed reasonable and necessary to help the program run efficiently
- Other duties as assigned by CASA Director or Executive Director of Volunteers for Youth Justice

Duties Specific to All VYJ Team Members:

- Promote positive and professional attitude to all VYJ employees, volunteers, business partners, and community stakeholders
- Answer phones and be able to provide program information about VYJ
- Complete expense and mileage reports in addition to monthly time