



CASE SUPERVISOR POSITION DESCRIPTION

(Full-time - 40 HRS/WK)

Salary: Up to \$53,300.00 per year

QUALIFICATIONS

- Bachelors degree required (Masters preferred) in social service related field and three years' experience in child welfare system, social services, juvenile justice, or volunteer coordination/supervision.
- Strong oral and written communications skills.
- Ability to communicate with, supervise and empower volunteers to be effective in their roles.
- Strong interpersonal skills and ability to relate to individuals from various backgrounds and cultures in a caring and sensitive manner.
- Ability to advocate assertively and professionally on behalf of clients in conflictual situations.
- Ability to work independently to identify and seek out needed information and resolutions.
- Must be able to provide own transportation and be willing to travel (within Pennsylvania).
- Ability to utilize a variety of computer software packages such as Word, Excel, and case management database.
- Position may require some non-traditional business hours, including limited evening and/or weekend responsibilities.

SUPERVISION

- The Case Supervisor reports directly to CASA's Program Manager

DUTIES

VOLUNTEER COACHING & SUPERVISION

- Orient new volunteers to agency processes, other systems, and other professionals as needed on each case.
- Develop an initial case action plan for new volunteers and follow up on action plan tasks.
- Provide timely and thorough assistance and consultation to assigned volunteers as needed.
- Maintain at least twice monthly contact with assigned volunteers.
- Participate in evaluation of volunteer performance.
- Prepare volunteers for court testimony.

- Assist volunteers in identifying community resources & supportive services applicable to each case.
- Assist with facilitation of pre-service training for new volunteers.

CASE MANAGEMENT

- Participate in agency case conferences.
- Coordinate with volunteers to develop advocacy plans for each child.
- Attend critical meetings and conferences with assigned volunteers, documenting and channeling all requested information until resolution.
- Attend first home visits with every newly assigned volunteer and as necessary thereafter.
- Consult with appropriate service providers.
- Maintain timely and thorough case records on each case and each volunteer.
- Maintain and report case data and volunteer data.
- Supervise volunteers in preparation of court reports and recommendations and edit/revise as needed.
- Submit reports to Court and parties in timely manner.
- Attend all assigned court hearings with volunteer, presenting information and recommendations to the parties and to the Court.

& AGENCY ACTIVITIES

- Participate in on-going professional development opportunities provided by agency.
- Assist in public education regarding organization, CASA model, and agency mission.
- Participate in staff meetings.
- Engage with CASA's policy initiatives through participation in the agency's coalition work.
- Attend and assist with all volunteer appreciation events, in-service trainings, and other functions coordinated by CASA.
- Assist in community outreach and community committees as requested.
- Assist with fundraising as needed.

The diversity of our staff is critical to fulfilling our mission and demonstrating our values. We are committed to actively recruiting and hiring from communities most impacted by our work and we strive to create affirming and inclusive workplace spaces. Applicants of all backgrounds and experiences are encouraged to apply and to self-identify during the application process.

CASA Youth Advocates serving Delaware and Chester Counties does not discriminate on the basis of race, color, religion (creed), gender, sexual orientation, gender identity or expression, age, national origin (ancestry), disability, marital status, or military status, in any of its activities or operations.