CASE SUPERVISOR POSITION
Department: Program
Reports to: Program Manager
Location: Media, PA
Job Type: Full-time - 40 hrs/week

About the Role
The Case Supervisor is responsible for coaching, guiding, and supporting a caseload of volunteer advocates through the life of each case. This includes developing an advocacy plan, preparing for home visits and court, connecting with other service providers and community resources, and checking in regularly for on-going guidance and encouragement. This is a great fit for a professional who enjoys empowering people, advocating for children and youth, and working as part of a team.

What You'll Do

- *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
  - Prepare volunteers for court testimony
  - Assist volunteers in identifying community resources and supportive services for each case
  - Participate in evaluation of volunteer performance
  - Assist with facilitation of pre-service training for new volunteers

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

- *Program & Agency Activities*
    - Participate in ongoing professional development opportunities provided by the agency
    - Participate in staff meetings
    - Assist in public education about the organization, the CASA model, and our mission
    - Engage with CASA's policy initiatives through the agency's coalition work
    - Attend and assist with volunteer appreciation events, in-service trainings, and other CASA functions
    - Assist in community outreach and community committees as requested
    - Assist with fundraising as needed

What we're looking for

- 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.
- Passion for working with volunteers and 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 confidently utilize a variety of computer software packages such as Word, Outlook, Microsoft Teams and willingness to learn case management software.
- Position may require some non-traditional business hours, including limited evening and/or weekend responsibilities. Court hearings may require working after 5pm to ensure that CASA staff is present for the entire proceeding. Home visits may require evening or weekend hours dependent on family availability. Additionally, participation in advocate training and agency-wide initiatives may require evening participation.

What we offer

- $53,300 salary
- Generous PTO
- Health and dental coverage with 90% of premiums paid by CASA
- 403(b) with 3% employer match after one year
- Life and short- and long-term disability insurance

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.