

Advocate Supervisor

Court Appointed Special Advocates (CASA) of Northwest Arkansas (NWA) is a nonprofit organization whose mission is to provide quality volunteer representation for children who have experienced abuse and neglect. Part of a national movement, CASA of NWA was founded locally in 1997 and serves children in foster care in Benton, Washington, Carroll, and Madison counties.

Job Summary: Provides direct supervision, guidance, and support to CASA volunteers, ensuring compliance with established regulations and best practices. Assists in the recruiting, screening, and training of volunteers. Initiates required correspondence related to cases, maintains case records and volunteer files, and compiles information to prepare reports to the court. **This job does NOT allow for direct interaction with the youth we serve.** The main focus of this position is volunteer supervision and management. Strong writing and editing skills a MUST. People skills a MUST. Communication skills a MUST.

Duties & Essential Job Functions

Volunteer Supervision

- Evaluates cases and assigns volunteers based on interest, time, skills, and experience to ensure the best outcome for the child(ren.)
- Works with volunteers in developing a case plan and monitors progress on achieving the goals of the plan.
- Provides supervision and guidance while monitoring volunteers' performance on issues of confidentiality, policy, boundaries, and relationships with other professionals.
- Monitors and evaluates each volunteer's investigative and advocacy work to ensure that each child in the program receives the highest quality services.
- Reviews and edits court reports to ensure they are in accordance with established guidelines and criteria, and that they are accurate, goal directed, and submitted in a timely manner.
- Assists volunteers in the interpretation of psychological evaluations based on assessments, IEP's, DHS case plans, etc. to ensure that appropriate placements, visitations, medications, and services are provided.
- Accompanies volunteers to court hearings, meetings or visits as needed or, if required, attends in volunteers' stead and/or makes appropriate arrangements in volunteers' absence.
- Reviews issues and progress on cases with each volunteer, at minimum, monthly.
- Ensures that each volunteer completes the required in-service hours for continuing education.

- Completes and reviews an annual written performance evaluation with each volunteer.
- Maintains relationships with all professionals involved in the case to ensure quality of outcomes and a positive reputation in the community.

Recruiting, Training & Outreach

- Participates in volunteer information sessions and continuing education programs.
- Interviews prospective volunteers and makes recommendations as to candidates' suitability to serve as a volunteer.
- Participates in public relations and community education events.
- Maintains professional relationships with external service providers to enhance organization perception and visibility.

Data Entry & Record Keeping

- Maintains records and case files of active cases.
- Enters case information into CasaManager database and ensures that files are current.
- Manually files pertinent documents in volunteers' personnel files.
- Compiles volunteers' case hours, visits, and contacts, and prepares monthly reports.
- Compiles information for other reporting requirements as requested.

Other

- Remains current on changes in CASA requirements, federal and state child welfare laws, and DCFS mandates and policies.
- Engages in on-going education regarding the developmental, emotional, educational and social needs of children, and issues affecting families.
- Remains knowledgeable of applicable state and county service providers and services.
- Represents CASA in a professional manner.
- Encourages excellence throughout the organization.
- Performs tasks to promote the smooth operation of office activities.
- Performs other duties as assigned.

Educational Background

- B.A. or B.S. required; advanced education, experience, and/or training preferred.
- Pass all background checks required by the CASA program prior to hiring.
- Successful completion of pre-service training curriculum.

- Obtain a minimum of 24 hours of continuing education a year

Skills/Experience

- 2+ years experience working in Child Welfare
- Experience in professional and/or volunteer staff supervision preferred.
- Availability to work flexible evening and weekend hours as needed.
- Ability to establish and maintain a rapport with volunteers to ensure they remain motivated and committed, and to promote retention.
- Desire and ability to act as a dedicated team member.
- Demonstrated writing excellence and editorial skills.
- Computer proficiency.
- Bilingual preferred

Employee Benefits:

- Health Benefits available after 90 days
- Employee Assistance Program
- Retirement with 3% match
- Generous paid vacation and sick leave package
- Paid holidays including the week between Christmas and New Year's
- Paid parental leave available after one year
- Paid sabbatical available after five years
- Flex-schedule available

Work Environment:

The physical demands of this position include sitting, standing, walking, driving, lifting, pushing, pulling, stacking, and computer use. Position also requires the ability to work long hours and weekends as needed, for special events, and campaigns. This job description does not list all the duties of the job. You may be asked to perform other duties as needed to assure the continued success of CASA of NWA. Management has the right to revise this job description at any time. CASA of NWA requires, as a condition of employment, that all applicants consent to and authorize a pre-employment and/or continued employment verification of their background. CASA of NWA is an Equal Opportunity Employer.

Pay:

\$50,000-\$56,000 negotiable based on experience.

How to Apply:

Send cover letter and resume to Amanda Wilkerson at amanda@nwacasa.org.