

CASA of Williamson County

Position: Advocate Supervisor

Reports To: Advocacy Program Manager

Classification: Full Time, Exempt

General Summary

The Advocate Supervisor will motivate, empower, guide and supervise CASA volunteer advocates as they serve as the guardian ad litem and advocate in the best interest of children who have experienced abuse and neglect and are involved with the Child Protection System. Additionally, the Advocate Supervisor will ensure the policies and performance standards of CASA of Williamson County, Texas CASA and National CASA are met.

Essential Responsibilities and Duties

1. *Supervises Advocates in their role as “Court Appointed Special Advocates” (CASA) and Guardian ad Litem for the children to whom CASA of Williamson County is appointed*
 - Supervises no more than 30 volunteer advocates (unless multiple volunteers are assigned to a single family group) and a maximum of 35 family groups (with the optimum being 28 – 30 family groups).
 - Attends and participates in staff and case-related meetings including, but not limited to, Permanency Conferences, Family Group Conferences, ISP, ARDs and Adoption Staffings.
 - Attends and participates in all related court hearings, providing assistance and supervision of Advocate court reports, court attendance and testimony.
 - Provides to the Advocate information and professional contacts regarding community resources and placements.
 - Assists the Advocate in identifying obstacles to permanency and resources to resolve obstacles for children and families while steadily moving the case forward toward the goal of a safe and permanent placement.

2. *Provides informed and consistent guidance to Advocates as well as encouragement and praise*
 - Provides timely notification of staffings, meetings, and court hearings to Advocates.
 - Provides guidance, assistance and review of Advocate reports to the court.
 - Participates in and assists with new Advocate training and Advocate continuing education, as needed.
 - Provides consistent contact in the process of maintaining and fostering relationships with the Advocate, clients and other professionals in legal, social welfare, educational and therapeutic areas/organizations.
 - Enhances the opportunity for retention of the Advocate for other cases, by coaching new skills, evaluating the Advocate’s experience, and by matching the Advocate with future cases that are matched to his/her interests and skills.
 - Coaches Advocates if they are not meeting expectations and provides feedback in order to empower Advocates to be successful in their role.

3. *Ensures the high standard of performance of services of CASA of Williamson County*

- Supports Team members, by providing backup for meetings and court hearings and with their Advocates, as needed.
- Maintains accurate and complete client case records.
- Maintains accurate case and Advocate statistical data according to state and national standards for CASA.
- Maintains a professional, organized environment.
- Assists with office and program demands as needed.
- Attends and participates in continuing education opportunities (12 Hours per year).
- Assists with program development and evaluation as needed by COO and CEO

4. *Other Responsibilities*

- Assists with recruitment efforts and events as needed.
- Assists with fundraising events as needed.
- Attends and participates in community meetings as needed by the COO or CEO.

Knowledge, Skills and Experience

1. *Education*

- A minimum of a Bachelor's Degree in a related field required.
- Master's Degree in a related field is preferred.
- Significant professional experience in a relevant field may be considered in lieu of a degree.

2. *Critical areas of qualifications include the following:*

- Experience in providing staff or volunteer supervision and ability to manage people.
- The ability to work effectively with diverse populations.
- Understanding of child and family advocacy issues that include child placement options, therapeutic intervention/assessment/needs for children and families, the child protection system, permanency planning, adoption issues, advocacy in child protection cases and in social, medical and mental health fields.
- The ability to concisely and clearly convey and interpret information to and from others orally and in writing.
- The ability to clearly identify permanency planning issues for children and provide effective advocacy to move a case through the system.
- The ability to work under time constraints, be goal-oriented and maintain productive and effective performance and interaction with the Advocates and clients.
- Has strong interpersonal skills.

3. *Spanish/English fluency is considered an advantage.*

CASA of Williamson County, TX is an inclusive, welcoming and affirming organization; committed to our goal of ensuring the highest quality advocacy possible for all children in the child protection system. CASA of Williamson County prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.