



ADVOCATE SUPERVISOR – CALLAWAY COUNTY JOB DESCRIPTION

Type: Full-time (daytime hours may vary; some evening and weekend hours required)

FLSA: Exempt

Reports to: Callaway County Manager

Supervises: CASA Volunteers

Location: Based in Fulton, Missouri - Callaway County; regular travel within service area

Position Summary

The Advocate Supervisor – Callaway County provides professional staff support to CASA (Court Appointed Special Advocate) volunteers, ensuring high-quality, trauma-informed advocacy for children involved with Heart of Missouri CASA.

This position is intentionally designed to carry a dual focus:

1. Direct supervision and support of CASA volunteers, and
2. Ongoing outreach and volunteer recruitment to grow and sustain Callaway County's volunteer base.

The Advocate Supervisor maintains an active caseload while serving as a primary driver of local volunteer recruitment efforts through community engagement, presentations, and relationship-building. This role works closely with the Callaway County Manager, Community Engagement staff, and program leadership to ensure volunteer capacity keeps pace with court demand.

The Ideal person for this position is someone who:

- Is passionate about the Heart of Missouri CASA mission, [values](#), and community.
- Balances independence with collaboration and is skilled at supporting and empowering volunteers.
- Brings strong organizational skills, sound judgment, and a trauma-informed presence in high-pressure situations.
- Communicates clearly and confidently, whether with volunteers, in court, or at community events.
- Enjoys building relationships, speaking in public, and creatively engaging the community to strengthen volunteer recruitment and advocacy.

Essential Duties & Responsibilities

1) Volunteer Supervision & Case Practice (Approximately 50%)

- Supervise a caseload of CASA volunteers, with caseload size adjusted to account for outreach and recruitment responsibilities.
- Develop initial case plans and ongoing advocacy strategies with volunteers.
- Maintain a minimum of one meaningful supervisory contact per month with each active volunteer.
- Provide timely coaching, guidance, and problem-solving support using a trauma-informed approach.
- Review, edit, and approve court reports to ensure accuracy, quality, and compliance with National CASA Standards and local court expectations.
- Attend court hearings and debrief with volunteers following hearings.
- Ensure timely and accurate documentation, monthly activity reporting, and data entry in the case management system.
- Support volunteer exits and case closures in accordance with agency procedures.

2) Volunteer Recruitment, Outreach & Community Engagement (Approximately 35%)

- Serve as a primary recruiter for Callaway County, working to build and maintain a strong pipeline of prospective CASA volunteers.
- Plan, coordinate, and staff outreach activities, including community events, information sessions, presentations, and tabling opportunities.
- Develop and maintain relationships with community organizations, service clubs, employers, faith-based groups, and local leaders to expand CASA's visibility and volunteer reach.
- Deliver engaging presentations that clearly communicate CASA's mission, impact, and volunteer role.
- Partner with the Community Engagement Manager and County Manager to align outreach strategies, messaging, and follow-up processes.
- Track outreach activities, recruitment leads, and conversion outcomes; share progress and trends with leadership.
- Support creative recruitment strategies that respond to Callaway County's specific community context and needs.

3) Volunteer Screening, Training & Retention (Approximately 10%)

- Assist with screening, interviewing, and onboarding volunteer candidates.
- Participate in pre-service training and orientation for new CASA volunteers.
- Support appropriate volunteer placement and county-aligned case assignments.
- Assist with coordination and facilitation of continuing education and in-service training opportunities.
- Contribute to volunteer appreciation, recognition, and retention efforts.

4) Program & Agency Responsibilities (Approximately 5%)

- Participate in staff meetings, trainings, and cross-county collaboration efforts.

- Support implementation of agency initiatives, strategic plan goals, and program evaluation activities.
- Maintain confidentiality and adhere to all agency policies, procedures, and ethical standards.
- Perform other duties as assigned to support the mission and operational needs of Heart of Missouri CASA.

Qualifications

Required

- Bachelor's degree in social work, human services, child development, juvenile justice, or a related field (or equivalent combination of education and experience).
- Minimum of 2 years' experience working with at-risk children and families, preferably within the child welfare or foster care system.
- Demonstrated ability to support, coach, and manage volunteers effectively.
- Strong interpersonal, organizational, and time-management skills.
- Comfort with public speaking, relationship-building, and community engagement.
- Trauma-informed, culturally responsive approach to advocacy and supervision.
- Proficiency with Microsoft 365 and electronic case management systems.
- Ability to pass criminal background checks and child abuse/neglect registry checks.
- Valid driver's license and reliable transportation.

Preferred

- CASA program experience (volunteer or staff).
- Experience in volunteer recruitment, outreach, or community engagement.
- Familiarity with rural service delivery and court-based systems.

Work Environment & Schedule

- This position is designated as hybrid, with work conducted remotely and on-site in Callaway County. An anticipated schedule of approximately 50% remote and 50% in-office / community-based is expected, with flexibility based on program needs.
- Regular travel within Callaway County and occasional travel to other HOM CASA locations or trainings is required.
- Some evening and weekend hours are necessary to meet court, volunteer, and community outreach needs; flexibility in scheduling is provided.

Compensation & Benefits

- Starting salary range: \$50,000 - \$53,000
- Benefits:
 - Direct care health plan through Liberty Family Medicine, which includes full-service direct primary care and employee assistance program including low-cost prescriptions, \$3,000 mental health & substance counseling, \$250 physical health & wellness, \$500 nutritional health, dental & vision screenings, and more
 - Retirement plan (match up to 3% of salary)

- Generous paid holidays (20 days, including your birthday)
- Paid vacation (10 days, increasing to 15 in 3rd year, 20 in 4th year)
- Paid sick time
- Paid parental leave
- Cell phone stipend (\$40/month)
- Flexible work schedule options
- Mileage reimbursement

To apply, please submit the following application materials to Jamie Princivalli, Callaway County Manager, at hello@homcasa.org or through the [Indeed Posting](#). Position will be open until filled. Candidate screening will start the week of March 16th

- Cover Letter indicating your interest and qualifications
- Resume

Heart of Missouri CASA is an equal opportunity employer. We are committed to hiring individuals based on merit, qualifications, and alignment with our mission to support children and families in foster care.

We welcome applicants from all backgrounds and value a diversity of professional experiences and life journeys—including, but not limited to, experience in foster care, child advocacy, or trauma-informed systems. While such experiences are not required, they help inform compassionate and effective service delivery.

We make all employment decisions without regard to race, color, religion, sex (as currently defined under federal law), national origin, age, disability, or any other legally protected status. Our policies adhere to current federal and state employment laws and do not implement preference-based hiring related to identity or demographic status.

If our mission resonates with you and you believe your skills and experiences can make an impact, we encourage you to apply.

The most significant duties have been included in this description acknowledging that other duties may be assigned/changed from time to time. The organization retains the right to modify this job description as needed from time to time to accurately reflect duties of the position.