



## **ADVOCATE SUPERVISOR, OUTREACH ASSISTANT**

### **JOB DESCRIPTION**

**Summary:** The Advocate Supervisor provides professional staff support to CASA (Court Appointed Special Advocate) volunteers, ensuring that children involved with Heart of Missouri CASA receive sound advocacy and early permanency planning. This unique role begins with a smaller caseload of 5–10 cases and includes a special focus on volunteer recruitment and community engagement. While the caseload builds toward 30 volunteers, the Advocate Supervisor will assist with planning and coordinating outreach events to support volunteer recruitment efforts. As the caseload increases, outreach responsibilities will gradually decrease and advocacy supervision will be the primary focus. The Advocate Supervisor also collaborates with the CASA team on volunteer recruitment, screening, training (pre-service and continuing education), and retention activities.

#### **Full-time position (Salaried, exempt)**

**Reports to:** Boone County Program Director

#### **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.

#### **Duties and Responsibilities**

1. Volunteer training and supervision duties – 50% of time at start (20 hours/week)
  - a. Assist with screening and interviewing volunteer candidates.
  - b. Participate with CASA team members in completion of pre-service training and orientation for new CASA volunteers.
  - c. Assist with the selection and assignment of appropriate CASA volunteers.
  - d. Supervise caseload of 30 CASA volunteers (starting with 5–10 and building gradually).
    - i. Develop initial case plans with new CASA volunteers and ongoing strategies for advocacy.
    - ii. Provide timely, relevant coaching support to CASA volunteers to help guide them through their case.
    - iii. Have a minimum of one monthly contact with each active CASA volunteer.

- iv. Provide regular encouragement and motivation to volunteers.
- v. Review and distribute CASA volunteer's court reports.
- vi. Attend court hearings with volunteers and debrief with them.
- vii. Maintain volunteer and child case files and electronic databases and track court dates.
- viii. Ensure volunteers submit monthly hours/activities.
- ix. Implement exit process for CASA volunteers completing cases and volunteers exiting program.
- e. Assist with the coordination and facilitation of continuing education trainings for CASA volunteers. Attend continuing education trainings.
- f. Assist CASA team with volunteer retention/appreciation activities.
- 2. Outreach and community engagement duties (while caseload builds) – 40% of time at start (16 hours/week)
  - a. Assist with planning, coordinating, and staffing community outreach events to raise awareness of CASA and recruit new volunteers.
  - b. Coordinate with Community Engagement Manager to build and maintain relationships with community partners, service groups, and organizations to expand CASA's visibility.
  - c. Support volunteer recruitment efforts by helping implement creative strategies, presentations, and follow-up.
  - d. Track outreach activities and report progress to the CASA team.
  - e. Collaborate with staff to share volunteer stories, successes, and opportunities that highlight CASA's mission.
- 3. Agency and program responsibilities – 10% of time (4 hours/week)
  - a. Participate in the implementation of agency strategic plan.
  - b. Participate in the evaluation of volunteers, program, and position.
  - c. Attend meetings and trainings locally, regionally, state-wide, and nationally.
  - d. Other duties as assigned.

### **Minimum Job Qualifications:**

- Bachelor's Degree in social work, child development, juvenile justice, or social-service related field.
- Has knowledge and understanding of the issues and dynamics within families in crisis, specifically relating to child abuse and neglect.
- Has worked with at-risk children and families for at least 2 years, ideally within the foster care system.
- Must demonstrate collaboration and leadership ability, as well as a sound understanding of the principles of volunteer management and advocacy.
- Preferably has experience working with and coaching volunteers.
- Must have a commitment to continuing professional and personal learning.
- Ability to work with diverse individuals and groups.
- Has the skills to effectively use email, internet, and Microsoft Office 365 on a daily basis.
- Must be able to pass criminal background check.
- Capacity to transport self between work sites.

### **Work Environment:**

The job takes place in an office setting. The employee may also travel between Heart of Missouri CASA office locations, as well as to other corporate offices, not-for-profit agencies and event locations. Must be able to work weekends and evenings as required. Flexibility in work schedule is provided.

**Full-time position (Salaried, exempt)**  
**Starting Salary Range:** \$50,000-\$53,000  
**Reports to:** Boone County Program Director

**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 (19 days)
- Paid vacation (10 days, increasing to 15 in 3<sup>rd</sup> year, 20 in 4<sup>th</sup> year)
- Paid sick time
- Paid parental leave
- Cell phone stipend (\$40/month)
- Flexible work schedule options
- Remote work – 1 day/week option
- Early 2pm Friday office closure
- Mileage reimbursement

**To apply, please submit the following application materials to Sara Echternach, Boone County Program Director at [hello@homcasa.org](mailto:hello@homcasa.org) or through the Indeed Posting. Position will be open until filled. Candidate screening will start the week of September 29<sup>th</sup>.**

- 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.*