



JOB DESCRIPTION

BOONE COUNTY ADVOCATE SUPERVISOR

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

Reports to: Boone County Program Director

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. The Advocate Supervisor is primarily responsible for supervising a caseload of 30 CASA volunteers and working collaboratively with the CASA team in the completion of recruitment, screening, training (pre-service and continuing education), and retention activities for the CASA volunteers.

The ideal candidate will: Be passionate about Heart of Missouri CASA's mission. Be at ease working independently, while also being skilled at working collaboratively with co-workers, volunteers, and community partners. Think creatively to problem-solve and resolve conflicts. Understand the effects of trauma and take a trauma-informed approach to working with vulnerable populations. Perform and remain calm in high-pressure and/or emotionally charged situations. Be skilled at public speaking. Be able to change direction quickly to respond to urgent needs. Possess a strong work and team ethic and be a highly motivated self-starter. Be able to encourage and motivate volunteers who may feel discouraged or overwhelmed. Be highly skilled at engaging and inspiring others.

Duties and Responsibilities

1. Volunteer training and supervision duties:
 - 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.
 - 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. Participate in outreach and volunteer recruitment activities.
- 3. Participate in the implementation of agency strategic plan.
- 4. Participate in the evaluation of volunteers, program, and position.
- 5. Attend meetings and trainings locally, regionally, state-wide, and nationally.
- 6. Other duties as assigned.

Minimum Job Qualifications:

- Education and experience:
 - 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.
 - Preferably has experience working with older youth in foster care and has knowledge of the services available to them.
 - 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.
- Qualifications:
 - Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening ability.
 - Ability to communicate with, support, and empower volunteers to be effective in their roles.
 - Ability to work cooperatively with different types of personalities.
 - Excellent organizational skills with ability to work independently with minimal supervision while meeting established deadlines.
 - Commitment to CASA's mission and vision.
 - Basic computer skills.
 - Must be able to pass criminal background check.

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.

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.

Salary – \$36,000-\$38,000 – pay commensurate with experience and skills.

Benefits include generous paid holidays, vacation, and sick time, paid parental leave, generous health stipend (\$650/month), retirement plan, and cell phone reimbursement.

APPLY HERE: [Indeed Job posting](#). Cover letter and resume required for consideration. For questions, reach out to Sara Echternach at hello@homcasa.org

Applications will be accepted until the position is filled.