



Title: Volunteer Advocate Coordinator or Supervisor
Reports To: Executive Director
Category: Part-time, Hybrid
Status: Non-exempt

Regular Part-time, Hybrid: Any employee working 20 hours per week is considered a part-time employee and CASA of St. Croix County office hours are Monday – Friday, 8:00 am – 4:30 pm. Due to the nature and scope of the work, employees are able to flex hours each week provided that they keep an up-to-date calendar identifying their work hours and they meet the needs of CASA, volunteers, and the court.

Due to the nature of court proceedings and Employees must be willing to work occasional early mornings, evenings, or weekends. Any non-exempt employee working more than 40hours above their scheduled hours will be compensated according to FLSA.

The hybrid position is temporary. When the government center expansion is complete. CASA will have more space to bring all staff together. The job description and requirements will change at that time and the intent is to remove or decrease hybrid status.

JOB DESCRIPTION SUMMARY

Under the supervision of the Executive Director, the Volunteer Advocate Coordinator assumes responsibility for supervision, case management, and coordination of assigned advocates to ensure that abused and neglected children receive quality advocacy in court. This position is responsible for case management, volunteer supervision, and reporting and record-keeping. Case Management: 20%, Volunteer Supervision 20%, Reporting, and Record-Keeping: 60% of the time. There may be other duties as assigned by the supervisor.

CASE MANAGEMENT

1. Volunteer Advocate Coordinators are responsible for direct supervision and case management of volunteers.
2. They are required to have knowledge of the case and assist volunteers with court preparation, helping with and reviewing the CASA volunteer's report to the court, attending hearings with volunteers, and providing post-dispositional supervision, referrals, and direction.
3. Monthly contact is required with each volunteer to get case updates. The update should be recorded in the software program.
4. The Volunteer Advocate Coordinator provides CASA volunteers with individualized supervision for the child and family on all matters relative to family stabilization, permanency planning, treatment, and discharge of the case.
 - a. This includes information regarding community resources, monitoring/case review, evaluation, and documentation.



5. Advocacy Support: The volunteer advocate coordinator shall support volunteers by attending court with the volunteer until the volunteer identifies themselves as competent for court proceeding or as needed. If the case is difficult or the volunteer is unable to make the hearing the Volunteer Advocate Coordinator will go in advocates place all court hearings.

VOLUNTEER SUPERVISION

1. Assists with volunteer training:
 - a. Using the National CASA Association volunteer training curriculum or its equivalent, assists in planning, implementing, and evaluating participant-based training for new volunteers.
 - b. Conducts monthly Continuing Education Training with CASA volunteers. Keeps records of agendas, minutes, and attendance and provides copies to the Client Services Coordinator.
2. Assigns cases, reviews, approves reports, and provides feedback on assignments through regular documented contacts with volunteers.
3. Provides assistance, guidance, support, and information to volunteers.
4. Through coordination with the CASA volunteer, ensures individual case preparation for the representation of the best interests of assigned children in court proceedings
5. Completes evaluations for all CASA volunteers he/she supervises and provides copies to the program director and/or Executive Director according to national standards.
6. Resolves casework or interpersonal problems with CASA volunteers he/she supervises
7. Identifies and uses methods to recognize contributions of CASA volunteers
8. Enters required information in Optima to track volunteers and their casework

REPORTING and RECORDKEEPING

1. Ensures that a report is submitted for every court hearing involving a CASA volunteer
2. Updates and submits volunteer information forms, case assignment forms and hearing information promptly and as required
3. Maintains case files

OTHER DUTIES AS ASSIGNED

QUALIFICATIONS & REQUIREMENTS

1. Commitment to the program's mission, goals, and national standards.
2. Actively demonstrates, promotes, and supports CASA of St. Croix County values, and National CASA/GAL for Children Guiding Principles.



3. Demonstrates a commitment to CASA’s diversity, equity, and inclusion initiatives.
4. Participates in training, and actively strives to be inclusive and respectful of differences with clients, their families, volunteers, colleagues, and the community where we work.
5. Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect. Those with experience working with such families given preference
6. The ability to communicate with, supervise and empower volunteers to be effective in their roles.
7. The ability to work cooperatively with different types of personalities
8. The ability to build relationships with social services, local courts, and community resources.
9. Proficiency with the English language and writing.
10. Bachelor’s Degree in a social service-related field or the equivalent combination of education and experience
11. Proficiency using Microsoft Office applications
12. The ability to sit and/or stand for periods of 4 hours or more. Must have the ability to ambulate into office buildings, such as Court, and children’s homes, to conduct site visits. This may involve climbing steps. The ability to lift to 30 pounds occasionally is required.
13. A valid driver’s license is required to travel to site visits, court appointments, and other travel as required to complete casework.
14. Complete CASA of St. Croix County Advocacy Training (30 hrs.)

CASA of St. Croix County provides equal employment opportunities to all employees and prohibits discrimination and/or harassment of any type without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, military service, or other non-merit-based factors.

Name (Print Please)

Date

Signature