



## **CASA Bilingual Advocate Supervisor Job Description**

### **Overview**

At CASA of Kern County, you will find a job your heart will love. You'll be part of a vibrant team making a difference in the lives of abused and neglected children every day.

CASA of Kern County began operations in 1994 to serve as an independent voice for the best interest of dependent children- abused, neglected, and abandoned children living in protective care in Kern County, California. Our mission is to recruit, screen and train volunteers from communities throughout Kern County to serve as advocates in child protection proceedings. We also support and closely supervise the advocacy work of our volunteers throughout the duration of their assignments. CASA of Kern County's goal is to protect and insure each child's right to a safe, permanent home.

CASA of Kern County has recruited and trained over 1,200 Advocates and have served over 3,300 of Kern County's most vulnerable children.

We celebrate our values of respect, integrity and dependability. Our staff and volunteers are our highest priority and we provide sensitivity and flexibility in our support to them. We acknowledge the need to understand, respect and value diversity and are committed to creating an inclusive and welcoming environment and network. We seek champions for our mission and those committed to excellence.

### **Position Description:**

The primary roles of the CASA Advocate Supervisor are to coach and supervise Advocates. The Advocate Supervisor assists assigned Advocates with court reports, they develop case plans in conjunction with the Advocates, and serves as a role model and support person for the volunteer.

### **Essential Duties and Responsibilities:**

- Supervise a CASA case load of 30 to 35 Advocates
- Assign cases (match Advocates to cases) and monitor unassigned cases
- Review social worker reports and orient assigned Advocates to new cases
- Develop case plans with assigned Advocates
- Assist assigned Advocates with court reports and accompany to court hearings as needed
- Provide ongoing case management and first line supervision of assigned Advocates to include monthly contact, including monitoring for file and case compliance
- Provide liaison between program and professional community, assisting communication between agencies and assigned Advocates
- Record case note information and other case details in Optima or coordinate with admin dept.
- Work on any special projects as needed (training, cont. ed)
- Evaluate assigned Advocates on an annual basis
- Attend all case management and staff meetings when available
- Some traveling required to commute throughout Kern County included Easter Kern communities
- Provide regular reports to Program Manager as directed
- Responsible for obtaining and maintaining confidential information.

- Contribute to the Heart of the Matter Newsletter (advocate spotlight, trainings, blurbs, and turning points)
- Perform additional duties as assigned
- Complete monthly VOCA timesheet.
- Become proficient in Optima, our internal database.

**Skills and Education Requirements:**

- Strong communication skills both verbal and written.
- Bilingual a must
- Conflict resolution skills
- Self-motivated
- Ability to work interdependently, independently, and with direction
- Ability to provide direction and lead others
- Strong organizational skills – detail oriented
- Ability to function in a fast-paced environment.
- Ability to lead others in working in a stressful and sometimes unpredictable environment; skill in handling crisis situations without overreaction or loss of objectivity.
- Capability to use computer applications including word processing, spreadsheets and databases
- Demonstrated ability to work well with diverse people
- Ability to work a flexible schedule to accommodate the needs of the advocates, as needed
- A Bachelor's Degree or equivalent in education and/or experience in child abuse and juvenile dependency is preferred.
- Must have a valid/current driver's license.
- Must be able to pass criminal background check.

**Physical and Mental Requirements:**

The work is performed predominantly in an office environment and at indoor event locations, operating typical office equipment, with limited exposure to extreme temperatures.

The physical job tasks require extended sitting at a desk and operating office equipment including a computer and phone. These tasks require the ability to sit, stand, talk, hear and use hands to operate a computer and phone. Vision abilities include close vision requirements due to computer work. The physical requirements also include occasional standing for training and promotional events, occasional lifting up to 20 pounds and carrying short distances, occasional walking and occasional driving.

Mental requirements include Communication with Diverse People, Problem Solving, Decision Making, Supervision, Data Interpretation, Speaking Publicly, and Regular Interaction and collaboration with both co-workers and people in the community. The employee must also be able to uphold the stress of working with abused or neglected children.

**Shift/Work Hours:** Full-time. Schedule as assigned, with some limited weekends and evenings as needed by the Advocates.

**FLSA Status:** Non-exempt

*This job description in no way implies that the duties listed here are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.*