

CASA of Collin County, Inc.
Casework Supervisor - Job Description

Classification: Exempt Full-time Position
Reports to: Program Director

Overview

This position provides for the supervision of CASA volunteers in coordination with the Program Director during all phases of casework. In addition, the Casework Supervisor will provide assistance with training and retention of volunteers, and other tasks as needed.

Essential Skills and Requirements

- ❖ Bachelor's Degree in Social Work or related field;
- ❖ Experience in the non-profit sector, and specifically in providing casework services and volunteer supervision;
- ❖ Knowledge and understanding of issues and dynamics with families relating to child abuse and neglect, including but not limited to poverty, homelessness, drug abuse and addiction, domestic violence, mental health disorders, and sexual abuse;
- ❖ Ability to make decisions independently, in a consistent and timely manner;
- ❖ Ability to clearly convey and interpret information to others, both orally and in writing;
- ❖ Ability to work with different types of personalities and professionals, including individuals of different racial/economic/cultural backgrounds;
- ❖ A strong sense of and respect for confidentiality;
- ❖ Ability to legally operate a motor vehicle and provide own transportation (must provide proof of liability insurance);
- ❖ This position requires flexible hours.

Key Areas of Responsibility

- ❖ **Provide supervision and support to assigned volunteers throughout the course of each case:**
 - ❖ Match and assign appropriate volunteers to open cases;
 - ❖ Ensure volunteers understand and meet expectations in accordance with Texas CASA and CASA of Collin County's policies;
 - ❖ Assist volunteers to develop case specific plans, consult and confer with them in accordance with program policies and procedures, and evaluate their performance on the case on an ongoing basis to assure thorough and timely case progression and preparation for court appearances;
 - ❖ Maintain accessibility and availability to assigned volunteers on an "as needed" basis, with a minimum of one formal supervisory contact every month;
 - ❖ Maintain schedule of all court dates, and review, co-sign, and file volunteers' court reports in a timely manner;
 - ❖ Attend all required court proceedings, including hearings and mediations, as well as formal staffings and home assessments, and accompany assigned volunteers as needed for support and guidance;

- ❖ Ensure adequate case coverage either through supervision of volunteer, or through direct involvement during absence of volunteer or during process of case reassignment;
 - ❖ Provide access to adequate resources and opportunities for continuing education;
 - ❖ Conduct an evaluation of the volunteer after the close of each case, and provide volunteers with the opportunity to provide feedback regarding their experience.
- ❖ **Maintain case files and records in accordance with CASA of Collin County's policies and procedures.**
- ❖ Assist in maintaining and compiling data in Optima regarding children and volunteers for quarterly and annual reports;
 - ❖ Assist with the tracking of volunteer and case statistics, including collection and verification of monthly contact logs and continuing education credits;
 - ❖ Prepare and submit reports as required by deadlines.
- ❖ **Volunteer Recruitment, Training and Retention**
- ❖ Assist with and participate in the planning and implementation of volunteer training;
 - ❖ Assist with the development and implementation of volunteer coaching and retention strategies;
 - ❖ Represent CASA to the courts, community and others in the system including CPS in a professional manner;
 - ❖ Represent CASA of Collin County at community committees, meetings and special events, as need dictates.
- ❖ **Additional Duties**
- ❖ Participate in monthly all-staff and program meetings;
 - ❖ Prepare information for the CASA program newsletter as requested;
 - ❖ Pursue professional development opportunities and case management skills, and attend trainings as required by policy as funding permits;
 - ❖ Following CASA team philosophy, carry out and assist with other tasks as assigned by PD/ED in addition to the duties listed on this job description.