

CASA of West Texas
Job Description
Volunteer Supervisor

Prepared On: 10/26/2016

Reports To:	Program Director and/or Executive Director	Classification:	Salaried
Supervises Direct:	25-30 Volunteers	Supervises Indirect:	
Approved By:	BOD	Effective Date:	10/27/2016
		Revised Date:	10/26/2016

Role:

This position supervises CASA Volunteers in coordination with the Program Director, during the entire case (from assignment through closing of the case). This position involves casework primarily in the state of Texas. Any interstate casework will be addressed by the Program Director or a CASA Volunteer.

Essential Functions & Responsibilities:

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| E | 60% | Supervises assigned CASA volunteers; Provides guidance, direction, and support to volunteers, ensuring that the child's needs and all case related responsibilities are met while the child is in foster care. |
| E | 20% | Completes documentation and record keeping responsibilities in a timely and detailed manner. This includes (but may not be limited to) Volunteer assigned cases, personally assigned cases, and Grant Personnel Activity Reports. |
| E | 5% | Serves as a CASA advocate for assigned cases, ensuring that the child's needs and all case related responsibilities are met while the child is in foster care. |
| E | 5% | Assists with volunteer recruitment, retention and recognition activities; Participates in initial volunteer training as a presenter or a facilitator. |
| E | 5% | Completes continuing education assignments and attends training sessions as assigned; Participates in staff meetings and planning as assigned |
| N | 5% | Completes special projects, tasks, or other duties as assigned by Program Director or Executive Director |

Performance Measurements:

1. Effectively supervises CASA Volunteers, providing proper guidance and direction
2. Accompanies CASA Volunteers to court hearings, TDFPS staff meetings, and mediation
3. Assists CASA Volunteers in making contacts and/or visits
4. Confers with each assigned CASA Volunteer on a regular basis to assure each case is progressing appropriately
5. Reviews court reports to ensure accurate and complete reporting, co-signing with the CASA Volunteer
6. Effectively provides volunteers with information regarding community resources
7. Properly reports concerns regarding a CASA Volunteer to the Program Director
8. Effectively represents CASA of West Texas to the court, child welfare agencies including Texas Department of Protective and Regulatory Services (TDPRS) and other community agencies who serve abused and neglected children and their families
9. Attends assigned court hearings and case related meetings
10. Reviews all assigned cases in a timely manner

11. Files Court Reports in accordance with the Memorandum of Understanding (MOU) with the court and the Texas Department of Protective and Regulatory Services (TDFPS), all within a timely manner
12. Collects and verifies volunteer monthly contacts/time/mileage logs in a manner that complies with program guidelines
13. Maintains electronic case records and documents for all cases under your supervision in a manner that complies with program guidelines
14. Keeps accurate records and documentation of contacts, hearings, trials, planning and placement meetings
15. Consistently and accurately maintains statistical case information, record tasks, and case work activities accurately on Grant Personnel Activity Report
16. Active involvement with volunteer recruitment, retention and recognition activities
17. Participates in initial volunteer training, effectively serving as a presenter or a facilitator
18. Participates in monthly CASA continuing education activities and completes other training as assigned; Attend national, regional, and state conferences and meetings as appropriate
19. Attend and actively participate in staff meetings; effectively participate in review and evaluation of organizational program goals and goals of granting entities
20. Affiliates with other local and state organizations, where appropriate
21. Completes special projects, tasks, and other responsibilities as assigned by Program Director or Executive Director; Completes all such responsibilities in a complete and timely manner

Knowledge and Skills:

Experience	Experience in providing casework services; Experience working with volunteer supervision
Education	Bachelor’s Degree in social work, human services, or related field or a minimum of two years commensurate experience
Interpersonal Skills	Must maintain confidentiality and effective exercise discretion Ability to interact successfully with diverse populations
Other Skills	Working knowledge of computers and software
Physical Requirements	This position requires manual dexterity, primarily working with the hands and fingers (75% or more). This includes but may not be limited to key-boarding, writing, and filing. This position requires the following physical abilities: Sitting (75% or more), Bending/Stooping (up to 20%), Standing/Walking (up to 25%), Lifting/Carrying up to 50 lbs (up to 20%), Pushing/Pulling up to 75 lbs (up to 20%). This position requires the following visual, hearing, and speaking abilities: Short-range detailed Visual Acuity, Hearing sufficient to communicate effectively, Speak clearly in order to communicate effectively.
Work Environment	This position requires a flexible work schedule which at times will not conform to traditional "business hours." This position requires the ability and self-discipline to work independently and exercise good judgement, with limited supervision.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature