



## ADVOCATE SUPERVISOR

Jackson County CASA (Court Appointed Special Advocates) is a 501(c)(3) nonprofit organization that mobilizes community volunteers who act as advocates for children who have experienced abuse and/or neglect and are under the jurisdiction of the Jackson County Family Court. Our clients face multiple risks, including permanent separation from their birth families due to factors such as substance use disorders, untreated mental health, and intimate partner violence, all of which are often the rooted effects of poverty, community violence, and intergenerational trauma. In order to mitigate these risks, CASA Volunteer Advocates engage in fact-finding and relationship building with their child clients in order to make recommendations about all their needs. Collaboration with our child clients and their families is one of our most crucial values and is what promotes excellent advocacy and just outcomes in a complex child welfare system.

Our model is simple: Every child client is assigned a volunteer advocate, who has been rigorously screened and extensively trained, and a guardian ad litem/attorney who advocates for their best interest. This team has access to staff social workers and child welfare experts who help them provide individualized advocacy grounded in evidence-based practices. Together, they assure the best possible outcomes for their children and increase the likelihood for families to be reunited.

At Jackson County CASA, we value our Volunteer Advocates, each other, and most importantly the children we serve. We work hard, love to learn, celebrate our successes, and support one another, all while having a ton of fun! **And best of all, Jackson County CASA is expanding its services and will soon represent all children in Jackson County under the Court's jurisdiction.** This means that we are doubling our service population and that's why we need you! With more staff and Volunteer Advocates, Jackson County CASA will be able to work toward its vision of ensuring every child involved with the Jackson County Family Court due to abuse or neglect will grow up in a safe and permanent home.

### OUR VALUES

**Connection:** We believe that every person deserves meaningful relationships with supportive and loving adults, family, and community and preservation of their cultural heritage, traditions, and identity.

**Respect:** We value people of all backgrounds and identities and believe that every person deserves to be honored, included, and heard.

**Collaboration:** We recognize that effective progress and problem-solving require diverse voices, ideas, and perspectives.

**Integrity:** We honor our commitments to our children and the Court with transparency, honesty, and fairness.

**Responsibility:** We maximize our resources and support through accountability to our children, stakeholders, and community.

### GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

The Advocate Supervisor engages, supports, and provides on-going supervision to CASA's Volunteer Advocates. This role ensures that every child under the Jackson County Family Court's jurisdiction receives zealous and thorough advocacy with special attention to timely and family-based permanency. The Advocate Supervisor models relationship building and solution-oriented problem solving with child clients, their families, and community partners to Volunteer Advocates. They also invest substantial time in connecting with their assigned Volunteer Advocates in order to understand their unique skillset and to engage them in meaningful volunteer work.

A typical day of an Advocate Supervisor will always look different. Some days will be spent reviewing and editing Volunteer Advocate court reports and maintaining the agency's client database, while other days will be spent out in the field coaching Advocates at child visits and case meetings, and even meeting them in the community to answer their

questions and to provide mentorship. Volunteers are the best part about the Advocate Supervisor's job, and they recognize and embrace that Volunteer Advocates are one of the agency's most valuable resources and the key factor to the high-quality representation delivered to the agency's clients.

## **SUPERVISION RECEIVED**

Manager of Advocate Supervisors

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Supervision**

- Introduces Volunteer Advocates to a case and provides onboarding that is specific to the assigned case's needs.
- Provides on-going supervision in order to motivate and empower Volunteer Advocates to zealously advocate for the needs of their children, directing their efforts to improving their clients' well-being and driving timely and family-based permanency. The Advocate Supervisor will ensure that child welfare best practices and ethical conduct are always carried out by their Volunteer Advocates.
- Models child and stakeholder relationship building and communication standards by accompanying Volunteer Advocates on client visits, to meetings and court hearings, and any other case related activity until the Volunteer Advocate is able to perform their duties without direct supervision.
- Facilitates timely communication and case planning meetings between Volunteer Advocates and Staff Attorneys.
- Assists Volunteer Advocates in the writing of court reports, including case recommendations, and distributes reports to Staff Attorneys.
- Works with new Volunteer Advocates who are not immediately ready to be assigned a case, continually assessing their readiness while also engaging them in the agency's mission.
- Ensures Volunteer Advocates are completing their required monthly, in-person contact with their assigned children, emphasizing the importance of continued relationship building with their children in order to gather their wishes and determine their best interests.
- Assists Volunteer Advocates with case analysis and managing appropriate expectations while providing them an environment that welcomes collaboration.
- Assumes the obligations of Volunteer Advocates when they are unable to fulfill their duties.
- Becomes familiar with community resources and links Volunteer Advocates to the resources specific to the needs of the case.
- Attends and participates in monthly and quarterly Volunteer Advocate engagement events such as appreciation and continuing education events.
- Partners with the Manager of Volunteer Training in order to create and provide high quality and relevant continued education for Volunteer Advocates.

### **Relationship Building**

- Initiates and engages in meaningful, monthly contact with every Volunteer Advocate in order to build and sustain interpersonal relationships and to provide case-related support and guidance. The Advocate Supervisor operates with the understanding that Volunteer Advocates thrive when they are provided personal support and guidance.
- Provides intentional and personalized recognition to Volunteer Advocates. Volunteer Supervisors will celebrate their Volunteer Advocates' successes and offer support when case activities may cause distress.

### **Record Keeping**

- Ensures all case related data and activities performed by the Volunteer Advocate or Supervisor are promptly updated and/or documented in CASA's online database Optima.
- Tracks Volunteer Advocates' monthly client contacts and continuing education hours.
- Maintains up-to-date Volunteer Advocate information in Optima.

### **Professional Integrity and Development**

- Commitment to Volunteer Advocate retention practices and recognition that volunteers are one of the most valuable resources of Jackson County CASA.

- Commits to understanding and complying with the Missouri Guardian ad Litem Standards, the Professional Rules of Conduct, and other court rules.
- Maintains a positive image of Jackson County CASA and provides excellent customer service at all times.
- Engages in respectful and collaborative relationships with Volunteer Advocates, clients, and community partners.
- Acts in the best interest of Jackson County CASA and its clients at all times.
- Shares in the agency-wide responsibility of Volunteer Advocate recruitment, engagement, and retention.
- Maintains strict confidentiality of Jackson County CASA's clients, volunteers, staff, and donors.
- Will complete a minimum of 12 hours of annual continuing education programming. Will identify personal development goals and training opportunities that will prioritize DEI, child welfare best practices, and new strategies that will enrich volunteer management.
- Embraces a culture of continued development by participating in an annual performance review with the Manager of Advocate Supervisors and documents one's own milestones and achievements, as well as opportunities for growth.

#### **Other Duties**

- Must complete CASA Pre-Service Training within three months of start date.
- Perform other related duties as requested by the Director of Volunteer Services, Vice Presidents of Operations, and President/CEO.

### **QUALIFICATIONS and ENTRANCE REQUIREMENTS**

#### **EDUCATION and EXPERIENCE**

- Bachelor's degree preferred, preferably in social work or human services field. Proven success managing, coaching, or directing others is required. Volunteer management experience preferred.
- Child welfare experience preferred, including an understanding of services that impact children and their families such as child placement options, therapeutic interventions, permanency planning, and safety planning, as well as Missouri Children's Division policies.
- Strong interpersonal skills
- Experience managing and motivating others.
- Proficient in Microsoft Office programs and databases.
- Must be at least 21 years of age.

#### **ESSENTIAL QUALITIES**

- Ability to motivate and empower Volunteer Advocates in order to engage them in their case related duties.
- Ability to establish and maintain effective working relationships in a diverse, inclusive, and multi-disciplinary environment. Must value collaboration and teamwork.
- Empathetic and solution-oriented, using a blameless problem-solving approach.
- Commitment to remaining current on child welfare research and best practice standards and carrying out and teaching these practices, as well as commitment to continued learning regarding volunteer management, engagement, and retention strategies.
- Promotes the dignity and well-being of all clients, staff, and volunteers.
- Comfort with respectful confrontation.
- Practices healthy professional boundaries and observes self-care practices.
- Outstanding written and verbal skills, as well as strong attention to detail and accuracy.
- Strong organizational skills with the ability to juggle multiple assignments and meet short deadlines.
- Ability to work with minimal supervision.
- Must be able to demonstrate adaptability due to the potential for changing duties and responsibilities during the agency's expansion. Optimism is a must.
- Commitment to Jackson County CASA's mission and values.

#### **SPECIAL REQUIREMENTS**

- Must submit to and pass a criminal and child abuse and neglect background check.
- Must have flexibility to work some nights and weekends.

- A valid driver's license and reliable personal transportation are required for this position. Some travel within Jackson County and surrounding areas will be required. Mileage will be reimbursed.

#### **SCHEDULE and WORK LOCATION**

- Full time. Most work will be conducted M-F, 8:30am-5pm. Some evening and weekend hours will be required. Ability to work some hours remotely. Jackson County CASA is located 2544 Holmes, KCMO 64108.

#### **PHYSICAL and MENTAL DEMANDS and WORK ENVIRONMENT**

- Prolonged periods of both standing, walking, and sitting at a desk and working on a computer will be required. Will be required to use hands and fingers frequently. Will climb and descend stairs, grasp, handle, feel, and operate objects, tools, and controls. Will be required to bend, kneel, and crouch; speak, hear, and read both in quiet, loud, private and public settings, both large and small. In-office and out-of-office public contact with people. Vision abilities include close and distant vision, and the ability to adjust focus.
- Must be able to lift and move up to 25 pounds.
- A great deal of in-person contact with people outside of the office environment will be required.
- The noise level of the office environment is often low to moderate. Position is subject to the usual office interruptions associated with providing service and performing multiple duties in an office environment.
- Proper grooming and hygiene are required. Attire for this position is generally business casual but there may be times that attire is professional, as determined by the setting.
- Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

#### **Salary**

Salary range starts at \$44,000 and is DOE.

#### **BENEFITS**

Benefits include 15 days paid time off & 15 days paid leave earned within the first year of employment, and paid holidays. 100% employer paid health insurance, 100% employer paid dental, vision, life, and long-term disability insurance. Simple IRA with match. Employee Assistance Program. Jackson County CASA is a child-centered, supportive, and collegial work environment.

#### **APPLICATION INSTRUCTIONS**

Submit a cover letter and resume to [hr@jacksoncountycasa-mo.org](mailto:hr@jacksoncountycasa-mo.org). Please submit a detailed cover letter indicating your interest and qualifications for this position. Resumes submitted without a cover letter will not be considered. No phone calls please.

#### **OUR COMMITMENT**

Jackson County CASA is an affirmative action, equal opportunity employer committed to building and supporting a culturally diverse and inclusive work environment that values all staff members' backgrounds and perspectives. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability or veteran status. We are committed to providing reasonable accommodation to qualified individuals with disabilities.

This job description provides a general, but not comprehensive, list of essential responsibilities and qualifications required. It does not represent a contract of employment and Jackson County CASA reserves the right to change the job description and/or posting at any time without advance notice.