



## **Volunteer Supervisor Job Description**

**Reports to:** Program Director

The Volunteer Supervisor works with the Program Director to assure quality services for each child who is assigned to Brush Country CASA by the court. The Volunteer Supervisor also works with the Program Director to maintain accurate case and volunteer statistics for statistical reporting. He/she will work closely with volunteers, service providers, and families in both direct casework and supervisory functions. The Volunteer Supervisor is classified as an exempt employee; no overtime shall be paid to this position.

### **Qualifications**

- Bachelor's degree in a Human Service field or related experience
- Experience in supervision and leadership skills
- Have knowledge of the local community and volunteer program management
- Should be flexible, creative, possess leadership qualities, present a professional appearance and be able to develop good working relationships with a wide variety of people
- Computer literacy and ability to manage caseload within database program
- Ability to convey and interpret information to others in a clear manner, both orally and in writing
- Ability to work under time constraints and maintain effective job performance
- Ability to identify problems in both case management and volunteer coordination and to plan corrective action
- Ability to make decisions independently in a consistent and timely manner

### **Preferred Qualifications**

- Bachelor's degree in a related field
- Two years experience in casework

### **Other Requirements**

- Valid Texas Driver's License and Insurance
- Submit to all necessary Background Checks
- Willingness and Ability to Travel Long Distances
- Ability to lift 20 lbs

### **Summary of Job Responsibilities**

**Duties and responsibilities include but are not limited to:**

- Supervise volunteers' work on cases assigned by the courts in Brooks, Duval, Jim Wells, Kleberg and Kenedy Counties
- Maintain necessary/required case records in Optima or other database program adopted by the Brush Country CASA database
- Participate in case staffings and attend Court hearings as scheduled with/for volunteers
- Coordinate volunteers' contacts and provide information regarding community resources
- Provide supervision in completing court reports
- Attend when scheduled and, if necessary, lead training sessions for volunteers
- Maintain statistical case information
- Participate in the program's evaluation

## **Duties**

### **A. Case Management**

- Provide full time supervision to no more than 30 Active Volunteers or 45 cases
- Have working knowledge of children's placement options, levels of service and of TDFPS policies and procedures
- Coordinate casework responsibilities including family and child contacts, professional contacts, support services, linkage to community resources, and court appearances
- Provide notification of all staffings, meetings and court hearings to volunteers and attend same if scheduled
- Work with volunteers to develop timely, accurate reports for submission to the Court and to other involved parties
- Maintain up to date case files, including progress notes, chronological narratives, reports, legal records and correspondence, etc in Optima or other database program adopted by Brush Country CASA
- Maintain cases in Optima or other database program adopted by Brush Country CASA for statistical reporting
- Conduct an in person review of the case and evaluation of the volunteer at case closure

### **B. Volunteer Supervision**

- Monthly in person contact with CASA volunteers to provide assistance and consultation
- Schedule, coordinate, and attend, the initial meetings between the volunteer and the agency involved in each child's case
- Keep appropriate volunteer records that will include: case assignment/acceptance, agreements, background information, training hours, caseload/activity schedules, expenses vouchers, etc.
- Immediately inform the Program Director in the event of any conflict that might arise in a CASA case  
Report to the Program Director regularly

### **C. Miscellaneous**

- Participate in new child advocate training sessions
- Participate in on-going continuing education opportunities
- Assist in statistical compilation and record keeping
- Help maintain a professional, organized environment in the daily operation of the CASA office
- Complete special projects and tasks as assigned
- Attend and assist in any Community Outreach/Recruitment events and agency fundraisers

The Volunteer Supervisor will travel both outside and within the state as needs arise. Travel expenses will be paid as authorized by the Board of Directors and in accordance with the budget. Salary set and administered by the Executive Director and the Executive Committee of the Board of Directors.