



Volunteer and Case Manager Job Description

Summary

The Case and Volunteer Manager provides professional staff support to CASA volunteers ensuring that children involved with the CASA program receive sound advocacy and early permanency planning. The Case and Volunteer Manager is responsible for volunteer supervision and coordination of cases as well as program documentation. In addition, the Case and Volunteer Manager is the lead in coordinating volunteer activities, such as training, in-service opportunities, volunteer appreciation activities, and volunteer file documentation. **National CASA Standards direct that a full-time employee supervise up to 30 volunteers. A part-time employee can supervise up to 15 volunteers.**

Accountability

The Case and Volunteer Manager is hired by the Executive Director of Madison County CASA. The Case and Volunteer Manager reports directly to the Executive Director who is responsible for his/her performance evaluations.

Essential Job Functions

Volunteer Recruitment, Screening, Training & Supervision

1. Complete CASA training. Complete Training of Facilitator Training.
2. Volunteer recruitment.
3. Screen and interview prospective volunteers.
4. Document volunteer files with application, reference checks, registry checks, interview notes, attendance at training.
5. Schedule, coordinate, and attend all training classes (as possible), assisting as moderator and/or presenter.
6. Assist with customization of training materials.

Case Management

1. Coordinate, document, and channel all CASA requests until resolution.
2. Match CASA cases with appropriate volunteers in consultation with the Executive Director, as necessary.
3. Track hours and activities for Volunteers. Keep case files in order to document for grantors' reports.
4. Initiate orders for appointment of volunteer to case and coordinate with judicial staff.
5. Keep necessary and appropriate child records for each case. Share documentation with volunteer.
6. Consult with CASA Volunteers about problems or concerns.

Volunteer Supervision

1. Through coordination with the CASA volunteer, ensures individual case preparation for the representation of the best interest of assigned children in court proceedings.
2. At minimum, meet with volunteers monthly in-person for supervision/ case updates every two months and make biweekly contact via email, phone call, or text message.

3. Provide assistance and consultation as needed and when requested.
4. Help develop initial case plans and on-going strategies for advocacy.
5. Attend all court hearings and track court dates.
6. Consult with appropriate DCS staff regarding client needs and volunteer appointments.
7. Schedule, coordinate, and attend ongoing in-service programs and volunteer appreciation events.
8. Review, edit, and distribute volunteer court reports.
9. Help coordinate in-service training opportunities to fulfill the 12-hours required by National CASA Standards.
10. Coordinate volunteer appreciation activities.
11. Participate in volunteer evaluations as assigned by the Executive Director.

Program Activities

1. Represent CASA of West Tennessee with respect, honor and positive attitude.
2. Attend conferences/seminars/meetings to fulfill 12 hours annual in-service requirements as requested by the Executive Director.
3. Attend staff meetings as directed by the Executive Director.
4. Submit Time Sheets by-weekly
5. Submit monthly and/or quarterly reports of activities, i.e. public relations, community awareness, service provider network meetings, vignettes of child stories, and other data/information as requested by the Executive Director.
6. Maintain consistent database management for children, cases, volunteers, hours, etc., as necessary and requested by the Executive Director.
7. Participate in performance evaluations of this position as directed by the Executive Director.
8. Participate in fundraising and community awareness events as requested by the Executive Director.
9. Provide office coverage as necessary.
10. Make program decisions during Executive Director's absence.

Community Collaboration

1. Assists in locating and engaging/developing relationship with community resources as needed.
2. Makes presentations as requested to increase community awareness of the CASA's role in ensuring the best possible outcomes for abused children in Juvenile Court.
3. Cultivates relationships with attorneys who serve as Guardians ad litem and Attorneys ad litem and attorneys who represent parents.
4. Serves in community advisory board and/or participates in other community networks/panels/roundtable discussions aimed at improving service delivery to children and families.
5. Participates in fundraisers in each community.

Other duties as may be assigned by the Executive Director.

Qualifications

The Volunteer Coordinator should have the following skills and experience:

1. Bachelor's degree in social service-related field or equivalent combination of education and experience.
2. The ability to communicate with, supervise and empower volunteers to be effective in their roles. Experience with volunteers preferred.
3. The ability to work cooperatively and collaboratively with all people in the child welfare system, i.e., judicial staff, service providers, Dept. of Children's Services, foster parents, and anyone else who may participate in a CASA appointment.
4. Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect – experience working with such families preferred.
5. An attitude of respect, non-judgmental and empathetic behavior toward clients, being sensitive to values and beliefs of different cultures.
6. Computer skills in Word, Excel, Access and database management.
7. Good communication skills, both written and verbal, i.e., the ability to write effective court reports, present information in meetings and court, and public speaking about CASA.
8. Schedule flexibility to be available for nights, weekends, as necessary for training and volunteer/case needs.
9. Reliable transportation, with valid TN Driver's license, and insurance.
10. Ability to maintain confidentiality with children, families, staff and personal issues.
11. Commitment to CASA's goals and mission.

Requirements

Mental: Requires normal attention with periods of high concentration to complete case review, court reports, documentation, file management, approximately 25% of time. Requires capability of dealing with periods of interactions with case participants in stressful situations approximately 25% of time. Requires normal attention and interactions with volunteers in teaching and supervision, approximately 25% of time. Requires to the ability to multi-task while all of the job tasks happen at one time, and while dealing with multiple cases and volunteers demanding a variety of need and attention, approximately 25% of time.

Physical: Requires walking/standing approximately 25% of time, standing approximately 25% of the time, driving automobile approximately 25% of time, lifting up to 30 lbs, approximately 25% of time.

Environmental: Requires capability of performing essential job functions in established office environment under normal lighting and climate control tolerances. Also requires ability to maneuver in environments which are not handicapped accessible such as private homes and apartments.

Manual Dexterity: Requires use of hands, arms, and feet for some lifting, use of hands and arms to operate general office equipment and to record written information.