



OPEN POSITION (see attached job description)

Case Supervisor II

Job Summary: Ensures that children assigned to the program receive the advocacy they need, that the volunteers are supported, and that policies and procedures of the CASA program are followed. Maintains an ongoing advocacy caseload of CASA volunteers; Provides routine contact, guidance, and supervision to CASAs in the exercise of their duties and conducts their annual evaluations; Establishes routine contact with all parties involved in a child's case; Provides volunteer training and continuing education; Participates in the processing of referrals for advocacy services, including screening and triage

Classification: Non-exempt

Reports To: Executive Director

Expected Hours of Work: standard business hours Monday- Friday with occasional nights or weekends required

Salary: Range of \$23.30/hour to \$32.62/hour depending on experience and qualifications

Minimum Qualifications:

CASA of Humboldt is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status or genetic information.

Required:

- Bachelors' degree in child development, psychology, social work, counseling, or related field
- 4 years' experience working with children and families
- CA Drivers' License
- Proficiency in computer, technology software, such as Word, Excel, Outlook, Zoom, Adobe, and databases
- Excellent verbal and written communication skills

Preferred:

- Masters' degree
- Experience working with children and families involved in child welfare services

Essential Functions:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Quality

1. Responsible for client caseload according to program standards, including the following: interviewing adults in a child's life, developing case plans, writing and reviewing court reports, attending court

hearings/meetings, attending youth appointments/home visits in the community, and providing case management ensure youth's needs are met

2. Maintains detailed records concerning all contact with volunteers and other parties involved in a child's case as required by program standards, funders, and governing bodies, including documentation in tracking databases
3. Meets program productivity standards as required by local, state, or national guidelines for a diverse caseload of children and/or volunteers (staff and volunteer advocacy); will be prioritized to serve children, families, and volunteers with the most complex needs.
4. Provides first line support and feedback to ensure volunteers complete their duties according to policies and procedures of the local program and provides their annual evaluations; Responsible for initial training and continuing education for volunteers
5. Participates in processing, screening, tracking, and triaging referrals for advocacy services, including matching to prospective volunteer advocates

People: Develops positive working relationships with colleagues, demonstrates clear and effective communication (verbal and written), and keeps private discussions confidential

Service: Holds self accountable to providing the highest level of customer service to internal and external customers and is available for work on a consistent and timely basis

Finance: Uses time, resources, and supplies responsibly and accurately tracks time worked in appropriate systems

Community: Demonstrates support of the mission at CASA of Humboldt and presents a positive and professional image to community partners