Program Supervisor at **Dauphin County CASA**

Dauphin County CASA

Job Description: Program Supervisor

Summary

The mission of Dauphin County Court Appointed Special Advocates ("CASA") is to recruit, train, educate, and supervise dedicated volunteers to become agents of change for the abused and neglected youths of

Dauphin County. Through investigating, listening, and involvement in the courtroom and the child's community, a CASA will assist these children to achieve their full potential.

Dauphin County CASA is currently seeking a Program Supervisor to recruit, motivate, empower, guide, and supervise our CASA volunteers as they advocate in the best interest of children in the dependency court system. The Program Supervisor is responsible for the direct supervision of CASA volunteers and their assigned cases. This includes developing and then coordinating volunteer activities for retention, all aspects of case management (including case documentation review in our Optima database) as well as assisting in the recruitment of new volunteers. As a part of their duties, the Program Supervisor will be primarily responsible for delivering the National CASA Preservice Training Curriculum.

The Program Supervisor reports to the Executive Director, who is responsible for their performance evaluations. This is not a remote position.

Qualifications

- Bachelor's degree in the humanities, a social science, or education; or at least five (5) years of experience working in the child welfare system, social services, or in non-profits with volunteers o Master's degree preferred

- Experience delivering lessons, training, and/or presentation modules o Proven record of public speaking o Knowledge of the dynamics within families in crisis relating to child abuse and neglect o Intermediate to proficient skill level with PowerPoint and Zoom

- Familiar documenting correspondence and maintaining current files

o Detail oriented

o Consistent

o Systemized

- Excellent communication skills

o Able to implement conflict resolution techniques

o Conscientious and receptive to self-correct

o Understands when to use email vs. telephone calls vs. in person meeting

- Excellent time management skills

o Maintain a work schedule involving some nights and weekends

o Accommodate courtroom docket overflow

- Willingness to travel as needed

Dauphin County CASA is an Equal Opportunity Employer and does not discriminate on the basis of age, race, ethnicity, national origin (ancestry), color, religion (creed), gender, gender expression, sexual orientation, disability or physical challenge, or any other prohibited basis in accordance with all applicable federal, state, and local laws. All employment decisions are based on qualifications, merit, and organizational need.

Responsibilities of the Program Supervisor

***Volunteer Retention*:**

- Provide support to CASA volunteers regarding their cases including problem-solving, resource information and guidance related to the child welfare system

- Provide encouragement to our CASA volunteers while simultaneously ensuring that volunteer's activities align with CASA's mission, as well as applicable state and federal laws and standards.

- Provide guidance to CASA volunteers in the creation of advocacy plans, as well as with their recommendations, which will appear in Court Reports

- Reinforce the confidentiality policy with every CASA volunteer

- Participate in the evaluation of volunteer performance annually and/or upon case closure

- Create continuing education opportunities for the volunteers with a focus on implicit bias

- Seek volunteer recognition opportunities, including but not limited to awards

- Host volunteer appreciation events

***Case Management*:**

- Assume supervision responsibility for no more than 20 CASA volunteers
- Review new case referrals with the Executive Director and assist in assigning appropriate CASA volunteers to each case
- Prepare and distribute assignment documentation to the volunteers. Assist in the development of advocacy plans for each case
- Aid the Executive Directors with supervision involving CASA volunteer court reports, court attendance and testimony
- Attend critical meetings, as necessary, with CASA volunteers
- Develop professional working relationships with the local child welfare agency, legal professionals and court staff, and social service agencies
- Introduce CASA volunteers to system professionals and facilitate interagency collaboration
- Maintain a monthly calendar of all scheduled hearings on all cases and ensure CASA volunteers are prepared for upcoming hearings
- Upon case closure, confirm electronic records are updated with all relevant information, collect all papers and information relating to the child/case from the CASA volunteer now for destruction, and initiate the "Termination of Supervision" proposed Order. Office case file to be stored for continued safekeeping
- Maintain timely and thorough physical and electronic case records on each case and CASA volunteer in our Optima database
- Contact, through the case management system or by other means, with CASA volunteers should occur at least once per month and each encounter should be documented
- Ensure CASA volunteers acquire 12 hours of in-service training annually
- Attend, if requested, first home visits with every newly assigned CASA volunteer (and as necessary thereafter)

Volunteer Recruitment:

- Participate in the recruitment of potential volunteer advocates
- Speaking to community groups with the Executive Director
- Staffing CASA information table at community events

- Assisting the Executive Director with Volunteer Information Sessions
- Assist in screening potential volunteers
- Reviewing volunteer applications
- Tracking submission of necessary volunteer application paperwork
- Participating in volunteer interviews

***Preservice Training*:**

- Assume the responsibility of delivering the National CASA Preservice Training Curriculum to potential new volunteers with assistance from the Executive Director
- Dauphin County CASA seeks to offer Preservice Trainings at minimum two (2) times per year

Office Function:

- Not a remote position
- Complete required data entry in Optima database and maintain hard files
- Actively participate in weekly staff meetings
- Familiarization with office equipment and organization systems
- Attend Board of Director meetings as requested
- Develop and collect case success stories to be shared to build morale with the existing volunteers and Board of Directors, as well as attract new supporters to the program
- Adhere to the program policies on the dress, professional conduct, and demeanor
- Model the mission as a public face of Dauphin County CASA
- Always maintain confidentiality with staff, volunteers, and court-appointed professionals
- Create and develop a yearly self-development plan with the Executive Director
- Attend conferences and workshops as assigned in professional development plan
- Actively participate in an annual performance review by proactively documenting and sharing milestones and achievements with Executive Director

- Participate in 12 hours of continuing education annually with at least one (1) of those hours dedicated to cultural competency as per National CASA standard

Other Requirements

- Complete the initial 30-hour National CASA Preservice Curriculum training within the first six (6) months of hire
- Flexible work hours required with some weekends and evenings
- Position requires extensive background checks

- Must sign a Confidentiality Statement and Conflict of Interest Disclosure
- Must have access to a vehicle, be willing and able to travel, and possess a valid driver's license
- Perform other duties as may be necessary to assign

Salary and Benefits

This is a full-time position. We offer a competitive salary dependent upon experience and education. We offer paid vacation and sick time, in addition to observing 14 paid holidays per year.

Job Type: Full-time

Pay: $45,000.00 - $55,000.00 per year

Benefits:

- Flexible schedule
- Paid time off

Schedule:

- 8 hour shift
- Self-determined schedule

COVID-19 considerations:

Work Location: One location