



**Position:** Advocate Supervisor  
**Employee Type:** Full Time, Non-Exempt  
**Salary:** Dependent Upon Experience

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## **Organization's Mission**

The mission of CASA of Fresno and Madera Counties is to recruit, train, and support volunteers to advocate and speak for the best interests of abused and neglected children in the Child Welfare and Juvenile Court systems.

## **Position Goal**

Train, support and supervise volunteer Advocates using CASA's Journey of Hope methodology to provide volunteers with the means for direction, resources, support, on-the-job training and progress evaluation. Maintain excellent customer service by achieving frequent communication with each individual Advocate. This will ensure they advocate for the best interests of children in the child welfare and juvenile court systems and result in the best opportunity for a healthy and successful future.

## **Key Responsibilities**

### Leadership

1. Provide each Advocate with the means for determining direction, obtaining resources, receiving on-the-job training and conducting evaluations by guiding them with Journey of Hope.
  - Maintain sufficient inventory of Advocate guidebooks and using these as a tool to train Advocates.
  - Assist with reviewing and updating the resource list relevant to age group, ensuring the list is current, accurate and contains the best and most useful options.
  - Prepare the resource small group meeting schedule including the dates, benchmark focuses and corresponding resource presentations. This schedule is to be reviewed and confirmed on an annual basis with the Executive Director and Senior Advocate Supervisor(s).
  - Identify and train volunteer small group facilitators using the case sharing model.
2. Ensure Advocates utilize the scorecard evaluation tool quarterly to identify each child's progress and needs.

3. Hold monthly in person meetings with new Advocates the first twelve months for ongoing discussion on child progress, determining the next top three priorities and further training on Journey of Hope. Continue to meet with advocates in person as needed.
4. Provide on-the-job training by assisting Advocates in starting new cases by introducing them to the case files, accompanying them on the first home visits and social worker visits and in helping them understand and take ownership of the benchmarks.
5. Provide systematic and personal encouragement and accountability by communicating with Advocates to ensure compliance for the following program requirements.
  - 80% Journey of Hope resource small group attendance
  - 12 hours of continuing education
  - Submitting monthly reports
  - Submitting timely court reports
  - Attending hearings
  - Monthly home visits
  - Ages & Stages Questionnaire screening and follow-up as needed
  - Quarterly scorecard completion
6. Assist Advocates in writing court reports, preparing for court, preparing for case meetings and in preparing for difficult conversations. This includes monitoring the activities of each Advocate, ensuring adequate follow-up is being done by the Advocate and providing redirection as needed.
7. Develop an understanding of the Foster Cares system which involves the Juvenile Dependency Court process, the Department of Social Services, child development and community resources to answer questions and provide Advocates with ongoing training.

### Communication

1. Weekly email correspondence with all Advocates.
2. Maintain regular proactive communication with each Advocate through a weekly phone conversation to discuss case related issues, remind of mission events and due dates approaching, and build relationships.
3. Understand and clearly communicate the role of the Advocate and the mission of CASA to Advocates and the community.
4. Assist Advocates in establishing and maintaining professional relationships and communication with social workers, attorneys, care providers, relatives, educators, service providers, therapists, etc.
5. Regularly checking in with the Senior Advocate Supervisor(s) and Executive Director on an ongoing basis with case problems, Advocate questions and compliance issues.

### Administration

1. Maintain electronic and paper case files, update Advocates with case related documents and information as appropriate and maintain records in Optima.
2. Attend court hearings as needed and provide written summary of proceedings.

3. Submit the weekly work reports to be reviewed with the Senior Advocate Supervisor(s) during the weekly meeting.
4. Fulfill other responsibilities as assigned.

### **Desired Minimum Qualifications**

To successfully perform the essential functions of this position, the incumbent must have the following:

- Bachelor's degree preferred or equivalent work experience accepted.
- One-year experience in case management or volunteer supervision is preferred.
- Ability to be flexible and adapt to new roles, tasks and situations.
- Ability to remain objective while resolving conflicts
- Strong observation, analytical and listening skills.
- Ability to supervise and train others.
- Knowledge of child development
- Ability to communicate effectively orally and in writing.
- Ability to prepare written reports, correspondence and maintain accurate records.
- Ability to organize, set priorities, take initiative and exercise sound, independent judgment within areas of responsibility.
- Good knowledge of personal computer operations and software including word processing, databases and spreadsheets. Good typing skills.
- Ability to carry out assigned duties and responsibilities in an ethical manner and follow the organization's policies.
- Possession of a valid California Driver's License and insurance.
- Ability to successfully pass a background check.

### **Working Conditions**

The duties of this position regularly require travel in Fresno and Madera Counties in your own personal vehicle. The position may occasionally require travel within the State of California. This position rarely requires strenuous activity. Occasional weekend and/or evening hours may be assigned as needed.

While performing the duties of this job, employees may regularly be required to: walk; climb stairs; talk or hear, both in person and by telephone; use hands to operate standard office equipment; reach with hands and arms; carry multiple items at one time; and, lift up to 20 pounds. There may be prolonged periods of sitting and computer work. The duties of this position also require on-the-job driving.

### **Equipment**

This position functions in an office environment. It requires the use of general office equipment such as a personal computer, printer, fax machine, copy machine and telephone.

Duties described on the previous pages document the general nature and level of work but are not intended to be a comprehensive list of all activities, duties and responsibilities required of the employee in this position. Consequently, the employee in this position may be asked to perform other duties as required.

I understand my continued employment will depend upon successful completion of the duties assigned to me by my supervisor. I understand that my employment with CASA is "at-will" meaning that CASA, or I, can terminate the employment relationship at any time.

**Applicants, please send both, a cover letter and resume to:**

**Angelica Romero, Finance & Operations Manager:**

**[AngelicaRomero@CASAFresno.org](mailto:AngelicaRomero@CASAFresno.org)**

**CASA of Fresno and Madera Counties is an equal opportunity employer.**

**We are looking forward to hearing from you!**