



## JOB ANNOUNCEMENT

Position: Program Advocate Coordinator

Employee Type: Full Time, Non-Exempt

Salary: \$23.08 – \$24.76

Deadline: Open Until Filled

### **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 oversee 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 use 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, Associate Director, and Program Supervisor.
  - 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 meetings with Advocates for ongoing discussion on child progress, determining the next top three priorities and further training on Journey of Hope.
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 Care 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.
8. Prepare and deliver oral presentations as requested; attend and participate in a wide variety of assigned meetings, committees, conferences in-services, seminars and/or special events.

#### Communication

1. Weekly email correspondence with all Advocates.
2. Maintain regular proactive communication with each Advocate through phone conversation twice a month 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 Program Supervisor, Associate Director, 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 assigned and provide written summary of proceedings.
3. Submit the weekly work reports to Program Supervisor, Associate, and Executive Director; be reviewed with the Program Supervisor during the weekly meeting.
4. Submit reports as required accurately and in a timely manner.
5. Other duties as assigned.

#### **Desired Minimum Qualifications**

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

- Bachelor's degree preferred in Social Work, Psychology, Counseling, Education, or related field.
- One year's experience in case management or volunteer supervision is preferred.
- Ability to be flexible and adapt to new roles, tasks, and situations.
- Ability to work some flexible hours.
- Ability to remain objective while resolving conflicts.
- Strong observation, analytical, and listening skills.
- Ability to supervise and train others.
- Knowledge of child development.
- Communicate effectively both orally and in writing. Proper English usage, grammar, spelling, punctuation, and vocabulary in all forms of communication.
- 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.
- Knowledge and ability to use modern office equipment including a personal computer and various software packages.

- Ability to carry out assigned duties and responsibilities in an ethical manner and follow the organization's policies.
- Ability to relate positively and with self-confidence and equanimity to social workers, resource parents, agency personnel, and clients.
- Work collaboratively and maintain effective working relationships with assigned supervisor and team members to ensure the effective and efficient operation of the assigned program.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility, and courtesy.
- Comply with schedules, policies and procedures, orders, and directives of CASA of Fresno and Madera Counties.
- 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 to 20 pounds. There may be prolonged periods of standing, 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, copy machine, and telephone.

The 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.

Applicants, please send a cover letter and resume to:

Angelica Romero, Finance and Operations Manager: [careers@casafresnomadera.org](mailto:careers@casafresnomadera.org)

For more information about CASA of Fresno and Madera Counties, visit our website:

[www.casafresnomadera.org](http://www.casafresnomadera.org)

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

We are looking forward to hearing from you!