



## JOB ANNOUNCEMENT

Position: Program Supervisor, Madera

Employee Type: Full Time, Non-Exempt

Salary: \$26.50 – \$28.25

Reports: Executive Director

Deadline: Open Until Filled

### **Organization's Mission**

CASA of Fresno and Madera Counties trains volunteers as Court Appointed Special Advocates to be a guiding voice empowering vulnerable children and youth in foster care to reach their full potential in life.

### **Position Goals**

Represent the mission, values, and standards of CASA of Fresno & Madera Counties to our Madera County youth, volunteer Advocates, and partners to ensure we provide the most excellent services, increase our ability to provide more Advocates to more youth, and successfully manage our grant and government partnerships. This position will train, support, and supervise volunteer Advocates to serve youth in foster care and the juvenile justice system using our Journey of Hope methodology. This includes providing volunteers with the means for advocacy through direction, resources, support, on-the-job training, and evaluation of progress, which should result in volunteers advocating for the best interests of children in the child welfare and juvenile court systems and in foster children having the best opportunity for safety, permanence, well-being, and a healthy and successful future. This position will represent CASA of Fresno & Madera Counties at partnership meetings and trainings, including with government, donor, grantor, and community engagement. This position will also ensure the successful management of Madera Counties' specific grant projects.

This position will report to the Executive Director and closely partner with the Program Supervisor for Fresno County to ensure consistent and efficient services, outcomes, and representation. This position will be supported by, comply with, and work closely with CASA Fresno & Madera Counties' operations, recruitment, and fundraising teams.

## **Key Responsibilities**

### Leadership & Advocate Management

1. Provide direct management for CASA Madera Counties Program Advocate Coordinators (who supervise their own group of volunteer Advocates) as well as directly administer Journey of Hope in Madera with the Supervisor's own reduced caseload of volunteer Advocates, resulting in excellent services, advocacy, and well-being outcomes for youth in the foster care and juvenile justice systems.
  - Provide senior-level coaching to CASA Madera County Program Coordinators who will be directly managing up to 30 volunteer Advocates in the community and carrying out many of the responsibilities noted below.
  - Build a foundational understanding of the Journey of Hope methodology and implement the components in Madera with existing volunteer advocates.
  - Prepare the annual small group meeting schedule, including the meeting dates, benchmark focuses, and corresponding resource presentations.
  - Regularly review and approve updates to the resource list, ensuring the list is current, accurate and contains the best and most useful options.
  - Maintain sufficient inventory of advocate guides.
  - Identify and train volunteer small group facilitators using the "case sharing" model.
2. Provide each Advocate with the means for determining direction, obtaining resources, obtaining support, receiving on-the-job training, and conducting progress evaluations through guiding them with the Journey of Hope.
3. Hold monthly in-person meetings with new Advocates during their first six months for ongoing discussion on their child's progress, the "next three priorities," and 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 helping them understand and come to “own” the benchmarks through conducting the benchmark inventories.
5. Provide systematic and personal encouragement and accountability to Advocates for the following program requirements.
  - Consistent Journey of Hope small group attendance
  - 12 hours of continuing education
  - Submitting monthly reports or entering contact logs
  - Submitting timely, professional court reports
  - Attending court hearings
  - Completing monthly home visits
  - ASQ screening and follow-up as needed
  - Score card completion
6. Ensure Advocates utilize the Score Card evaluation tool quarterly to identify each child’s progress and needs, and that the scorecard is discussed in preparation for each court report.
7. 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.
8. Develop an understanding of the Court process, the Department of Social Services, child development and community resources in order to answer questions and provide Advocates with ongoing training.
9. Develop and foster an advocacy approach with staff and volunteers in order to ensure that system-wide improvements are both identified and recommended to partners to improve comprehensive support for foster youth.
10. Provide Advocates with resources they need to achieve the goals for their children using the Journey of Hope Resource List and other resources as appropriate with an emphasis on reunification or alternative permanency planning.

11. Provide personal, emotional support and relationship building in response to secondary trauma and the nature of working with children who have been victims of abuse and/or neglect.

### Communication

1. Maintain regular proactive communication with internal CASA of Fresno & Madera Counties colleagues across business operations, fundraising and recruitment, and program to ensure consistent, transparent, efficient, and successful completion of our work.
2. Maintain proactive, professional, empowering, helpful, and problem-solving communication with CASA volunteer Advocates.
3. Communicate in a clear and compelling way the role of the Advocate and CASA's mission to Advocates and community partners.
4. Assist Advocates in establishing and maintaining professional relationships and communication with the Social Workers, children's attorneys, care providers, relatives, educators, service providers and therapists.

### Community Partnership Management

1. Assist the Resource Development Department in increasing Advocate recruiting efforts in Madera County by sharing information, hosting information sessions in the community, and speaking at public events.
2. Work with Executive Director and Resource Development Department to establish and deepen community and civic relations, trust, and partnerships.
3. Successfully manage grant partnerships during prepositioning, acquisition, and management phases.

### 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 on a rotating basis and provide a written summary of proceedings.
3. Provide weekly written progress reports and gather monthly data and storytelling for grant management and fundraising purposes.
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 or equivalent experience.
- At least two years' experience in case management, staff supervision, or volunteer supervision.
- Spanish fluency strongly preferred.
- Strong communication skills, including writing and editing skills as well as professional verbal and presentation skills
- Ability to learn, be flexible and adapt to new roles, tasks and situations.
- Ability to remain objective and professional while resolving conflicts.
- Strong observation, analytical and listening skills.
- Ability to supervise and train others, build a positive and healthy team culture, and support staff well-being.
- Knowledge of child development and/or the foster care system preferred.
- Ability to prepare written reports, correspondence and maintain accurate records for both internal and court purposes.
- Ability to organize, set priorities, take initiative and exercise sound, independent judgment within areas of responsibility.
- Good knowledge of personal computer operations, typing skills, and software including word processing, databases and spreadsheets.
- 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.
- 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.

Applicants, please send a cover letter and resume to:

Angelica Romero, Finance and Operations Director: [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!