



CASA Child Advocates of Montgomery County

Job Title: Case Supervisor
Reports To: Program Director
Location: Conroe, TX
Status: Exempt

Summary:

The Case Supervisor oversees volunteer Advocates and cases that come into the program. The Case Supervisor provides general support for the Advocate, insuring the Advocate manages the case appropriately, operates compliantly, and ultimately makes prudent recommendations in supporting the court. In addition, the case supervisor carries their own caseload of no more than ten cases at a time.

Primary Responsibilities:

1. **Case Delegation and Oversight.** Accountable for 30 – 35 open cases at a time. Develops initial case plan, identifying needs and key steps for volunteer Advocate to follow in order to properly support the case. Assigns cases to volunteers and insures effective handling of each case. Routinely monitors the progress of case, reviews and assess changing needs as cases progress. Insures final assessments and recommendations for court action are based on sound and compliant fact-finding and reporting.
2. **Advocate Management and Supervision.** Manages and mentors volunteer Advocates. Regularly meets with Advocate to review caseload and coach Advocate in proper reporting and case handling. Educates Advocates on court and social service system. Measures progress of volunteer Advocates, implementing development plans for improving performance when needed. On occasion, Case Supervisor may intervene when necessary to resolve insures beyond Advocate's training and experience.
3. **Compliance Monitoring.** Reviews actual case reports to insure cases are recorded and submitted in compliant fashion.
4. **Case Worker.** Manages ongoing caseload of eight to ten cases at a time when necessary.

Qualifications:

Work Experience:

- Experience in social service field desired
- Management or supervisor role overseeing at least three direct reports
- Two years as CASA Advocate or CPS Caseworker preferred

Education:

- Bachelor's degree strongly preferred

Essential Skills and Requirements:

- Ability to manage large caseload. Effective at multi-tasking
- Strong in project management and execution
- Teamwork skills. Ability to partner with others and work toward mutually beneficial goals
- Effective coaching and development skills
- Can work in stressful and emotionally sensitive environment
- Cultural awareness and sensitivity
- Proficient communication skills, both written and verbal
- Proficient at basic office computer applications (MS Word, Excel, e-mail)

Core Organizational Behaviors:**Employee behaviors which model:**

1. Effective teamwork within the organization and positive collaborations with external organizations and individuals
2. A supportive and positive attitude towards organization changes
3. Demonstrated innovation
4. A sense of urgency to get things done and initiative to increase the effectiveness of the work environment
5. Demonstrated capacity to perform at or above the stated job requirements
6. A level of professionalism and judgment in business situations appropriate to the position

CASA Child Advocates of Montgomery County provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CASA Child Advocates of Montgomery County complies with applicable state and local laws governing nondiscrimination in. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

CASA Child Advocates of Montgomery County expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of CASA Child Advocates of Montgomery County's employees to perform their job duties may result in discipline up to and including discharge.