

CARE House of Oakland County

Job Description

Position: Court Appointed Special Advocates (CASA) Case Manager

Department: Court Appointed Special Advocates

Supervisor: Director of Court Appointed Special Advocates

Supervises: CASA Volunteers

Responsibilities:

1. Participate in recruiting and interviewing of volunteer candidates.
2. Conduct advocate training to ensure program effectively addresses the best interests of the children.
3. Complete initial intake on incoming cases and assign an advocate.
4. Manage advocates to ensure compliance with required involvement with assigned child.
5. Attend family treatment meetings, court hearings, etc. as needed.
6. Assist advocates by identifying resources, providing support, and following up.
7. Respond to case crises and assist in developing alternative problem resolutions.
8. Monitor advocate monthly reports.
9. Review, edit, approve and submit court reports to parties.
10. Prepare volunteer performance evaluations for director's approval.
11. Present programs to community groups and civic organizations to create understanding of the issue of neglect and abuse.
12. Assess best practices and recommend improvements as necessary.
13. Assist in developing program goals and implementation strategies.
14. Develop department procedure manual, enter database information, and prepare reports that track relevant data.
15. Participate in Performance and Quality Improvement plan.
16. Ensure CASA advocates receive 12 hours of training annually.
17. Cultivate relationships with court and Department of Health & Human Services personnel.
18. Perform all other duties as assigned.

Education Required:

Bachelor's degree in public administration, legal services, social work, psychology, human services, or related area or equivalent work experience.

Experience Required:

Minimum of 3 years of experience working with children in a CASA program, court setting, Department of Health & Human Services, or private foster care and adoption agency.

Must be able to work effectively with court personnel such as judicial officers, court administration staff, therapists, agency personnel, and educators.

Must have strong listening, verbal, and written communication skills and demonstrated leadership abilities.

Other Requirements:

Must have a valid driver's license, reliable transportation, and proof of automobile insurance.

Extensive travel to court, training locations, and special events.

Must be available after normal work hours as needed when crisis situations arise or court needs dictate.

Bilingual language skill is preferred.

Date Prepared: August 21, 2017