



## **Court Appointed Special Advocate (CASA) Case Coordinator**

**Job Description:** Under the general supervision of the CASA Program Manager, a CASA Case Coordinator assists with the oversight of CASA volunteers and CASA cases. CASAs are specially selected and trained community volunteers that are appointed by a Dependency Court Judge to report upon the best interests of abused and/or neglected child(ren). This position is responsible for recruitment, training, outreach, and education to those that may want to become a CASA volunteer and those that already are. This position requires a high degree of confidentiality and performs a variety of tasks associated with day-to-day operations and case management activities. This individual is responsible for ensuring compliance with grants, local, state, and National CASA requirements.

**Reports to:** CASA Program Manager, Executive Director

**Job Classification:** Non-Exempt, Non-Supervisory

### **Essential Duties and Responsibilities May Include:**

- All aspects of volunteer recruitment, screening, training, retention, evaluation, continuing education, and recognition/appreciation activities.
- Facilitation of continuing education classes and curriculum that is required of CASA volunteers.
- Case management and supervision of CASA volunteers as required by local, state, and national CASA standards.
- Provides ongoing professional support and guidance to volunteers.
- Reviews case files to ensure CASA volunteers are assigned to appropriate cases.
- Maintains accurate and current case files according to local, state, and national standards and in compliance with grant requirements.
- Assists with maintenance of volunteer files.
- Establishes and maintains effective relationships with community, state, and county agencies.
- Attends court proceedings and accompanies volunteers, as needed.
- Contacts children that are new to the program within the first 30 days of assignment to explain to them what CASA is and begin offering basic advocacy needs should a volunteer not be available for assignment.
- Monitors court dates and deadlines to ensure reports, court documents, and correspondence are filed and distributed to appropriate volunteers and parties in a professional and timely manner.
- Assists with coordinating and participating in community outreach events and fundraisers, while promoting program awareness through a variety of methods.
- Compiles and maintains statistical information as required by local, state, and national standards and reporting requirements.
- Conducts administrative and statistical analysis and studies to evaluate effectiveness, define problem areas, set standards, and develop recommendations for solutions.
- Delivers exemplary customer service to all parties related to or inquiring about the CASA Program.
- Identifies and refers CASAs to appropriate community resource agencies, as needed.
- Develops, revises, and updates documents and forms for the CASA program.
- Participates in case management meetings with program staff and keeps apprised of pertinent case information and updates.
- Answers phones, takes messages, and responds to emails in a timely and professional manner.
- Attends and participates in conferences, workshops, and meetings as required.
- May perform other duties as assigned.

**Ability To:**

- Work a flexible schedule, as needed.
- Be cooperative and dependable.
- Prepare and maintain accurate written records and reports.
- Prioritize workload with frequent interruptions and changing priorities.
- Strong organizational skills, with attention to detail.
- Type 30 wpm.
- Work within the confines of confidentiality and ensure professional boundaries are maintained.
- Establish positive, effective working relationships, and use good judgment, initiative, and resourcefulness when dealing with staff, volunteers, organizations, and the community.
- Effectively communicate, understand instructions, and follow directions.
- Work independently or as a team and manage time effectively.
- Communicate clearly and concisely.
- Deliver presentations to various size and structured groups.
- Demonstrate sensitivity to issues surrounding abuse and communicate with persons from a variety of socio-economic, cultural, and ethnic backgrounds.
- Work in accordance with and promote Lassen Family Services' policies, procedures, and mission.

**Knowledge of:**

- Court Appointed Special Advocates (CASA) Program.
- Community organizations that provide social services and support.
- Cultural awareness and application.
- Office equipment including faxes, copiers, computers, printers, cell phones, etc.
- Windows based office technologies including Word, Excel, PowerPoint, and Adobe.
- Grant compliance procedures and reports.
- Database programs
- Trauma informed care.
- Training methods and applications.
- Ability to maintain objectivity.

**Training/Experience/Education:** Any combination of training, experience, and education which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be the completion of National CASA or California CASA training and at least one year of experience in the CASA Program and/or Lassen Family Services' Crisis Intervention Peer Counselor Training. Possession of an associate degree in human services, social work, or similar field is preferred.

**Typical Physical Requirements:** (*Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements*): Sit for extended periods; frequently stand, walk, stoop, kneel and crouch to pick-up and or move objects. May occasionally lift and/or move objects weighting up to 50 pounds.

**Typical Working Conditions:** Work may be performed in a variety of environments including Lassen Superior Court, Lassen Family Services business office, shelter, Lassen County Child and Family Services, Wraparound, Schools, and other community organizations. May require frequent driving to different locations and sites throughout the service area. Frequent contact and communication with other staff, members of the public, participants, and representatives of other agencies. Work hours may vary and be outside the standard 8:00 am to 5:00 pm workday in order to meet the requirements of the position. Incumbents are expected to be available on stand-by for crisis intervention responses during specifically assigned time periods.

**Special Requirements:**

- Must be 21 years of age or older.
- Possession of a valid California Driver's License and insurance with acceptable DMV Record.
- Acceptable criminal background check.
- Possession of, or ability to obtain, CPR certification.
- Successful completion of, or ability to complete, National CASA, or California CASA Training.
- Successful completion of, or ability to complete, Lassen Family Services' Crisis Intervention Peer Counseling training.

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Program Clerk

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Supervisor

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Date

\_\_\_\_\_  
Date

Approved: