



CAPITAL CITY CASA VOLUNTEER SUPERVISOR JOB DESCRIPTION

Capital City Court Appointed Special Advocates (CASA) recruit, train, and supervise volunteers who serve as powerful voices for abused and neglected children as they navigate through the court system. CASAs are everyday community members appointed by a judge to advocate for children in need of care.

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Capital City CASA has a full-time in-person Volunteer Supervisor position available in Jefferson City. Duties include direction, support, and assisting volunteers serving crime victim children with the program. Must be able to work with a variety of people in a respectful, professional, and confidential manner. A bachelor's degree in social work, criminal justice, or a related field is required. Experience working with volunteers and victim children's advocacy and/or juvenile social work is required. Non-profit experience preferred. Excellent writing, organizational, and interpersonal communication skills, ability to work independently and as a team player. Proficient in Microsoft Word, Excel, and PowerPoint. Must pass background checks. Flexible hours are possible. Benefits included.

If you believe you are the right fit for this role, please submit a cover letter and resume to office@capitalcitycasa.org. Applications will be accepted until the position is filled.

Full-time position (Salaried, exempt)

Reports to: Executive Director

Benefits:

- Generous paid holidays (14 days)
- Paid vacation (12 days in 1st year, 15 in 3rd year, 18 in 5th year & 24 in 10+ years)
- Paid sick time
- Paid personal days
- Military Leave
- Jury Leave
- Bereavement Leave
- Medical insurance (94% by organization and 6% by employee)
- Dental and vision offered (employee paid)
- Retirement plan (match up to 3% of employee's contributions)
- Professional development funding
- Flexible work schedule options
- Early 12 pm Friday office closure
- Mileage reimbursement

The Ideal person for this position is someone who:

- Is passionate about Capital City CASA's mission.
- Highly motivated with strong communication skills.
- Has the ability to work with internal and external stakeholders, including CASA volunteers, children and their families, GALs, the judge(s), and fellow CASA co-workers.
- Is an energetic self-starter who can take initiative while working independently and can work collaboratively with co-workers.
- Thrives on building relationships and connections and can build those relationships through in-person, phone, and email approaches.
- Has experience in juvenile justice and child advocacy.
- Is goal-oriented and can learn software to track data.
- Displays a positive attitude, shows concern for children and our volunteers, and demonstrates presence, common sense, and good listening ability.
- Understands the effects of trauma and takes a trauma-informed approach to working with vulnerable populations.
- Can perform and remain calm in emotionally charged situations.

DUTIES AND RESPONSIBILITIES FOR VOLUNTEER SUPERVISOR:

- Maintains quality standards.
- Confidentiality, professionalism and respect are paramount.
- Consult with the Executive Director and other Volunteer Supervisors to help determine recommendations for the assignment of case(s) to a Volunteer for children served by the organization.

- Advocate for timely hearings, timely enforcement of necessary services, and enforcement of court orders.
- Attend Family Support Team meetings and court hearings when the assigned Volunteer is unable to attend.
- Maintain accurate and required files and records on all case matters.
- Empower Volunteers with the knowledge and support necessary to effectively participate in the legal process and ensure child advocacy services, including providing Volunteers with constructive feedback and direction.
- Assist with training of all new and active Volunteers and retention of active Volunteers.
- Respond promptly to all communication with volunteers or team members.
- Professional development is a priority.
- ***The most significant duties have been included in this description, acknowledging that other duties may be assigned/changed from time to time. The organization retains the right to modify this job description as needed to accurately reflect the duties of the position.***

QUALIFICATIONS AND ENTRANCE REQUIREMENTS:

- Bachelor's degree in Child Development, Social Work, Juvenile Justice, or social-service-related field
- Commitment to CASA's mission and vision
- Successful completion of CASA training
- Has worked with vulnerable children and family populations for at least two (2) years, ideally in the foster care system
- Must demonstrate collaboration and leadership ability, as well as experience in volunteer management and advocacy
- Previous non-profit experience preferred
- Ability to handle sensitive and confidential matters
- Successful completion of criminal background check and child abuse/neglect background check
- Excellent written, organizational, and interpersonal communication skills and the ability to work independently and as a team player
- Proficient with Word, Excel, and PowerPoint

EMPLOYMENT STATUS:

- Full-time

WORK ENVIRONMENT:

- The job takes place in an office setting in Jefferson City. The employee may also travel to professional development training hosted by the Missouri CASA Association and National CASA Association around the state as well as special events or other training hosted by partner agencies.
- Must be able to work weekends and evenings as required. Flexibility in the work schedule is provided.