

CASA of Denton County, Inc.

Job Description: Casework Specialist

Classification: Contract

Reports to: Program Assistant

Qualifications:

Experience in administrative work, Child welfare or CASA volunteer experience a plus.
Skill in working in an office supporting several staff members and volunteers.
Ability to effectively handle multiple assignments in a dynamic environment.
Skill in using Microsoft Word, Excel, Microsoft Outlook and Adobe Acrobat.
Social Media and Internet research proficiency.
Ability to learn new software as needed.
Should be organized and pay attention to detail.
Professional oral and written communication skills needed.
Ability to interact cooperatively with diverse populations and different types of personalities required.
Ability to maintain confidentiality and discretion required.

Responsibilities:

The position provides administrative support to program staff and volunteer advocates, including but not limited to:

Requesting medical, educational, professional, etc. records-by phone, email or fax,
Timely follow-up with requests for records
Notification and disbursement of received records to correct parties (advocate and/or supervisor on the case)
Upload documents/records (rename/date)as needed to the correct case in the Optima Database.
Run reports and performs Case audits following CASA's required minimum standards to verify cases in the Optima Database are in compliance with local/state and national CASA Programs.
Run reports and perform audits verifying Advocate compliance with Continuing Education goals for the year.
Inform the Casework supervisor of any deficiencies.

The position interacts routinely with professionals (attorney, physician, educational, etc.) staff and the general public.

Other: Other duties as assigned by the Program Assistant or Program Director

Conditions of Employment:

Flexible schedule includes regular office hours and occasional evening or weekend work
Must be available to team members during work hours
Must have daily transportation in order to travel to pick up reports or other documents if needed
Must provide proof of automobile insurance