

## CASA of Denton County, Inc.

**Job Description:** Casework Supervisor

**Classification:** Exempt Full-time Position  
**Reports to:** Program Director

### Qualifications:

- Bachelor's Degree in any field, OR an Associate's degree plus two (2) years of relevant work experience.
- Experience in social work, child welfare, criminal justice, or as an Advocate for CASA of Denton County preferred.
- Experience in volunteer supervision helpful.
- Computer literate in Microsoft Office, Microsoft Word and database management programs
- Professional oral and written communication skills
- Ability to interact cooperatively with diverse populations and different types of personalities
- Ability to maintain confidentiality and discretion

### Responsibilities:

- Represent CASA to the court, to child welfare agencies including CPS, attorneys and service providers, and other community agencies who serve abused and neglected children and their families
- Assist with volunteer recruitment, retention and recognition activities
- Supervise court advocate volunteers, providing guidance and direction
  - participate in case staffings
  - attend court hearings
  - assist in preparation of court reports, including not altering reports or recommendations without the knowledge and agreement of the CASA volunteer
  - provide information regarding community resources
  - assist in making contacts and/or visits
  - review of cases and volunteer assignments, including appropriate supervision and support of volunteers
- Work cases as a staff advocate when volunteers are not available
- Maintain case records for all cases under your supervision
- Ensure volunteers under your supervision are accountable to all requirements, including CASA Standards, Volunteer Policies, and the Texas Family Code.
- Maintain statistics and keep database updated in a timely manner
- Participate in volunteer training, as presenter and as facilitator
- Attend, support, or assist with volunteer continuing education activities
- Participate in continuing education opportunities relevant to this position
- Other duties as assigned by the Program Director or Executive Director

### Conditions of Employment

- Flexible schedule includes regular office hours and some evening and weekend work
- Must have daily transportation in order to attend meetings, attend court hearings, visit children and represent CASA at other functions
- Must provide proof of insurance

*Revised 2/2024*

**Essential Functions of This Position:**

Operation of Microsoft Office including email, creating and using distribution lists, sending and receiving documents and managing moving documents from email to folders. Microsoft Word specifically for creating documents, especially court reports.

Use of Optima database to include management of volunteer entries, making entries as needed, attaching documents and gathering of statistics and case information.

Volunteer management to include regular and timely communication with volunteers on your team, including email, phone, and face to face.

Calendar and schedule management to include court dates, meetings, deadlines for reports and other items.