



4 the Children

4 The Children:
CASA of the Southwest
Case Manager
Job Description



Position Title:

CASA of the Southwest Case Manager

Overview of Position:

To oversee cases for the CASA of the Southwest program, including, but not limited to: attending court, supervision and training of volunteers, court reporting and data collection. This position can and will be appointed to CASA cases. This position will require the ability to work and collaborate with diverse community members and professionals in a positive, objective manner. This position will engage in community outreach and building community partnerships.

→ 20 to 30 hours a week

Position Reports To:

CASA of the Southwest Program Director

Responsibilities:

- (a) Responsible for the administration of the CASA program, including recruitment, interviews, selection, training, supervision, and evaluation of CASA volunteers.
- (b) Serve as a professional liaison between the court, 4 The Children and community agencies serving children.
- (c) Promote the organization through personal contact, literature and the media.
- (d) Prepare reports as required on such items as volunteer hours, the number of cases and children served.
- (e) Assist the initial and ongoing input of all CASA referrals and case records in Optima.
- (f) Ensure all case records are up to date and all program partners are notified of specific case information as needed.
- (g) Attend trainings and CASA conferences when possible.
- (h) Required travel to surrounding counties.
- (i) Must be willing to work remotely.
- (j) Other duties as assigned.

Qualifications, Required Skills, and Knowledge:

- Bachelor's degree preferred.
- 1+ years of experience in the legal field, volunteer management, human services, social work, or related fields.
- Knowledge of the Court Appointed Special Advocates (CASA) program.
- Ability to work and engage with diverse community members and professionals in a positive, objective manner.
- Excellent communication and writing skills; legal communication and writing skills
- Ability to recruit, retain, motivate and monitor volunteers.
- Self-directed and self-motivated.
- Knowledge of dependency and neglect court system and social services system.
- Project a positive, professional image as the face of the CASA program.
- Confidentiality is a critical attribute

Competencies:

- Organized
- Self-directed and self-motivated
- Independent worker
- Computer literate
- Objective
- Critical thinking skills
- Conflict resolution skills
- Excellent verbal and written communication skills
- Experience in legal writing and communication
- Dependable and flexible

General Performance Standards:

Although each employee is expected to meet the requirements of their job description, employees of 4 the Children are also expected to maintain high standards of productivity, cooperation, attendance, efficiency, and economy in their work. Work habits, behavior, attendance, performance results, productivity, policy adherence, or any other relevant factors of an employee must be maintained at appropriate standards.