



CASA Manager Job Description

CASA of Clackamas County

Position: CASA Manager, Full-Time, Exempt Employee

Reports to: Program Director

Position Summary

The CASA manager provides professional staff support, supervision and case management to CASA peer coordinators and volunteers ensuring that children involved with the CASA program receive individualized advocacy and early permanency planning. The CASA manager maintains strict confidentiality at all times.

Essential Duties and Responsibilities

Supervision

The CASA manager is an integral member of CASA of Clackamas County's program team and represents program vision and interests to the program director. He or she will:

- Supervise, train, monitor, and support CASA peer coordinators and CASA volunteers through consultation, problem solving, trouble shooting, guidance, evaluation, motivation, and preparation for court appearances. Assure compliance and alignment with CASA of Clackamas County protocol, policy and guidelines and with NCASAA standards.
- Maintain effective coordination with the court on case assignments by ensuring the preparation and distribution of CASA case documentation and reports. Notify volunteers of hearing dates; attend hearings as required/requested, document CASA case activity and case information in data base as directed.
- Manage volunteer case assignment; maintain data from volunteer regarding cases document CASA case activity and case information in database as directed.
- Review and distribute volunteer court reports.
- Conduct evaluations of CASA performance.
- Work with program director to release or reassign CASAs whose advocacy is inappropriate.
- Coordinate with program director to conduct periodic case management meetings, assist in the evaluation of the program and help plan and coordinate volunteer appreciation events in partnership with the program team.
- Participate in program team and staff meetings.
- Other duties as assigned.

Administrative

- Manage, organize and maintain case files, case lists, volunteer lists and resource information primarily electronically.
- Maintain up-to-date personnel files for each CASA peer coordinator and volunteer.
- Ensure data is entered into CASA-Manager database in a timely manner following established protocols.
- Provide program data as requested by program director.
- Participate in CASA of Clackamas County's community engagement events as requested.

- Recommend new or revised policies that might improve program effectiveness and quality.
- Complete CASA training and participate in annual ongoing training.
- Assist with production and distribution of newsletter and other notices to volunteers.
- Other duties as assigned.

Qualifications and Requirements

- Bachelor's degree in juvenile justice, social service, or child welfare-related field or equivalent combination of education and experience.
- Ability to maintain confidentiality and appropriate professional boundaries.
- Experience in volunteer management, competence in and commitment to the field of child welfare or child and family services. A solid knowledge base regarding child abuse and neglect, advocacy, and family issues. Prior or current experiences as a CASA given preference.
- Skill in operating a personal computer utilizing a variety of commonly used and specialized software applications.
- The ability to communicate with, supervise and empower volunteers to be effective in their roles. Candidates with experience with volunteers given preference.
- Professional demeanor with good interpersonal, communication and conflict resolution skills.
- The ability to work independently with excellent organization and prioritization skills.
- Commitment to CASA of Clackamas County's goals and mission.
- Skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands and working with deadlines.
- Skill in evaluating, analyzing, identifying and recommending solutions to complex problems.
- Must be flexible with hours and be available for some evening meetings or events.
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability, or gender.
- Driver's license, auto insurance and reliable car; willingness to travel throughout Clackamas County.
- Pass criminal and DHS background checks.