



Job Description

Position: Advocate Supervisor

CLASSIFICATION AND STATUS: Exempt/Full-Time Position

REPORTS TO: Program Supervisor

Qualifications: Experience in supervision, preferably with volunteers. Experience in providing casework services, or related services. Must have proficiency in writing, computers, and public speaking. Degree in social work or related field preferred. Clear criminal background required.

PREFERRED SKILLS: Proven leadership ability; excellent attention to detail; excellent oral and written communication skills; persistent and diplomatic in encouraging volunteer motivation and case advocacy; self-starter with minimal guidance required; highly organized; ability to coach and empower a group of diverse individuals; able to work collaboratively in a team environment.

SUMMARY OF RESPONSIBILITY: Coordinate the delivery of direct advocacy services to assigned foster children through the management of volunteer advocates for the best interests of children. The Advocate Supervisor will coach each assigned advocate in the provision of their duties ensuring adherence to the volunteer advocate job description and core duties. For staff assigned to as full-time function, staff will not supervise more than 30 active volunteers or a maximum of 45 cases. In the event staff is required to perform duties other than supervision, caseloads shall be prorated.

ESSENTIAL FUNCTIONS:

1. SUPERVISION/COACHING:

Supervises activities of volunteer advocates and performs duties temporarily when volunteer advocates are unable to do so or are not assigned.

- Coordinates and supervises the child advocate in casework responsibilities, including:
 - family and child contacts,
 - professional contacts,
 - support services activity,
 - linkage to community resources,
 - court report monitoring,
 - appearances at all case-related court hearings,
 - maintenance of case records, and
 - maintenance of child advocate volunteer files

- Helps with planning and facilitation of new volunteer training (pre-service training)
- Evaluates child advocate case activity and performance.

2. CASE MANAGEMENT:

- Provides volunteer child advocates with information regarding community resources.
- Maintains knowledge of child placement options, levels of care and Texas Department of Family and Protective Services (DFPS) policies and procedures.
- Accompanies child advocates to all court hearings, CPS meetings, and mediations
- If the advocate is not able to attend, attends in their place and provides representation of the Guardian ad Litem role.
- Reviews, finalizes, and submits all court reports via e-file in a timely manner, consistent with court requirements.
- Provides notification of all meetings and court hearings to child advocates in a timely manner.
- Maintains up-to-date case files, including progress notes, weekly chronological narratives, reports, motions, and correspondence.
- Maintains and provides timely, accurate reports on the case and child advocate statistics and data for funding and statistical reporting.
- Promotes and maintains congenial relationships with other professionals.

Advocate Supervisors are responsible for volunteer supervision, case assignment, oversight of volunteers with children, visitation, assistance in making recommendations for children, working with other agencies and documentation of casework for permanency. They oversee volunteers in providing crisis intervention, conflict resolution, assistance with CVC applications, legal advocacy, educational and medical advocacy, information and referral for services and follow-up with victims and their caregivers to assist in the long-term continuum of care for the children. They assist in volunteer training, recruitment and community outreach.

ADDITIONAL DUTIES:

- Ability to work a flexible workweek as required, for evening new volunteer training and assistance with special events.
- Assists with child advocate marketing and recruiting, presentations, special events, and fundraisers as needed.
- Attends all child advocate special events and CASA fundraising events.
- Other duties as assigned

EXPERIENCE AND SKILL REQUIRMENTS:

- Strong communication; speaking, writing and interpersonal skills
- Strong computer skills including Microsoft Word and Excel

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