



Job Description

Position: **Program Supervisor (Transitional Age Youth)**
Program: Los Angeles
Reports to: Program Managers
Hours: Full-time; hours 8:00 a.m. – 5:00 p.m.
Location: CASA of Los Angeles office, Edelman Children’s Courthouse, 201 Centre Plaza Drive, Ste. 3, Monterey Park, CA 91754
Salary: \$35,000 to \$45,000

POSITION DESCRIPTION:

The Program Supervisor will provide professional support to volunteer advocates ensuring: (1) the highest level of advocacy for children to whom CASA advocates are appointed, (2) children’s best interest are presented to the court by advocate, (3) volunteers’ needs, information and resources, in the performance of their duties, are met, (4) regular and varied contact with advocates as well as with professional system partners, (5) policies and procedures of CASA of Los Angeles are followed by all volunteers, and (6) promote the mission of CASA in the community. The Program Supervisor is accountable for the ongoing education and training of advocates; timely submission of all reports and documents; and compliance with stated indicators and standards. The Program Supervisor will specialize with Transitional Age Youth.

KEY RESPONSIBILITIES:

Essential Duties and Responsibilities include, but are not limited to the following:

CANDIDATE QUALIFICATIONS:

Recruitment & Screening:

- Shares responsibility to conduct pre-training interviews of potential volunteers
- Participates in trainings of new volunteers during pre-service training
- Ensures CASAs participate in continuing education



- Collaborate with Volunteer Manager and Program Managers in identifying and developing year-long calendar of continuing education and in-service training
- Participate in training, assignment, and supervision of CASA Coordinators assigned to new volunteers

Advocate Supervision:

- Manage and support 45 volunteers through consultation, problem solving, troubleshooting, feedback, guidance, coaching, evaluations, motivation, training, monitoring and preparation for court appearances
- Meet and/or have phone contact with assigned CASAs minimally monthly
- Be available to problem solve emerging issues and/or crisis
- Assist with development of case plan and provide feedback to CASAs related to implementation and/or changes
- Review monthly activity logs
- Gather feedback on CASA' performance via meetings or phone contacts with placement (foster parent, group home); social workers; attorneys, etc.
- Review, edit and submit CASAs' court reports in accordance with program procedures
- Provide support and guidance to CASAs prior to and during court hearing as needed
- Relative to waitlisted children: maintain updates on children's status; facilitate matching with an advocate as soon as possible, follow identified protocol for appropriate level of involvement and meeting with the child as needed

Data Management:

- Ensure case related information in database is accurate and current as required by the AOC, National CASA, Executive Director and Program Director

REQUIRED:

- Passion for CASA's mission

Revised: 9.1.10



- Bachelor's degree in a related field and experience in social services or volunteer management
- Working experience with needs of Transitional Age Youth
- Typing skills of 40wpm or more with high accuracy
- At least 2 year experience working in supervisory position
- Specific knowledge about child welfare, dependency court system or educational needs of foster children
- Must have excellent verbal and written communication skills, including an excellent command of English grammar
- High level of computer skills, including word processing, spreadsheet and database; proficient using all Microsoft Office applications
- Travel required on an as-needed basis, throughout Los Angeles County, and to the CASA office at the McCourtney Juvenile Justice Center in Lancaster; including occasional evening and weekend work
- Participate in off-site outreach and training activities
- Must be respectful of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender
- Must pass criminal justice fingerprint and background clearance
- Operate general office equipment (telephone, copier, fax, etc.)

Preferred:

- Fluency in another language besides English

SPECIAL REQUIREMENTS:

- Detail-oriented and strong organizational skills; Capable of handling diverse tasks and assignments
- Establish and maintain effective working relationships with staff, volunteers, donors and community

Revised: 9.1.10



- Team player that has the ability to interface with all levels of staff and volunteers
- Maintain absolute confidentiality and exercise discretion
- Adapt to a changing environment with the ability to respond to and manage crisis with a calm and mindful approach
- Superior active listening, observation, analytical, and problem recognition and solving skills. Exercise sound judgment
- Ability to work and make judgments independently and take initiative. Be self-disciplined and self-motivated with the ability to be extremely resourceful
- High capacity to assess the value, importance, and/or quality of activities and people

ESSENTIAL FUNCTIONS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, and controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.
- The employee must occasionally lift and/or move up to 25 pounds, and infrequently up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

CASA of Los Angeles is an Equal Opportunity Employer and is committed to fostering diversity within its staff.