

Case Manager-Job Description CASA of the 5th Judicial District

General Description/Summary:

- Provide oversight and support to CASA advocates to ensure that all children involved with CASA receive sound advocacy and coordination of cases, including daily and ongoing functions related to advocate management, training and recruitment, case management, staff development, and resource and program development, as well as any other functions as directed by the Executive Director. Will work 40 hours per week.

Qualifications:

- Ability to manage multiple priorities, maintain confidentiality, work as part of a team, and use effective interpersonal/communication skills.
- Knowledge of MS Office Suite (including Word, Outlook, Excel, PowerPoint, and Publisher).
- Demonstrate cultural competency.
- Bachelor degree preferred but not required in related field (Psychology, social work, criminal justice or child development).
- Experience in juvenile advocacy preferred but not required.

Duties/Responsibilities:

- **Advocate Management**
 - Monitors advocates' involvement in their case(s) and case activity, while assuring that CASA policy and practice standards and sound case management practices are followed
 - Participates in advocate events
 - Manages and supports advocates through consultation, evaluation, monitoring, training, problem-solving, motivation, and assistance in preparation for court appearances
- **Advocate Training/Recruitment**
 - Assists in recruiting advocates, including forwarding requests for information about becoming a CASA advocate to Executive Director.
 - Assists with coordinating and conducting training of new advocates with Executive Director.
 - Assists with coordinating and providing continuing education options for active advocates.
 - Performs some new advocate training.
- **Case Management**
 - Represents CASA within the child welfare system, the juvenile court system, and public community through participation in advisory groups, committees, and public relations activities as assigned
 - Enters required information in data management systems to track advocates and their casework
 - Prepares and distributes case assignment documentation as well as distributes all other case related documents and information to appropriate parties
 - Assists Executive Director in preparing monthly statistics and cases lists
 - Reads, edits, and distributes all advocate court reports to appropriate parties, after review and approval from Executive Director
 - Assists with maintaining current CASA case files
 - Attends court hearings, MDTs, and all other case-related meetings as necessary
- **Employee Development/Interaction**
 - Attends appropriate conferences and workshops
 - Consults with Executive Director on case issues
- **Resource/Program Development**
 - Assists Executive Director with board reports, grant writing, and/or reports as needed
 - Participates in fundraising and community outreach events to increase public awareness of CASA
 - Participates in program planning, implementation, and evaluation
- All other duties as assigned by the Executive Director.

