



Job Title: Child Advocacy Specialist

City/Region: Fort Worth, TX

Category: Full-Time, Exempt

Office Location: 101 Summit Ave., Suite 505, Fort Worth, TX

Reports to: Child Advocacy Supervisor

Supervises: Volunteers

Agency Description:

CASA of Tarrant County and its court-appointed volunteers advocate for the best interest of abused and neglected children.

Position Summary:

The CASA Child Advocacy Specialist reports to a Child Advocacy Supervisor and is responsible for coaching, directing, guiding, and supporting CASA volunteers. The volunteer advocate is the heart and soul of the CASA program. Therefore, it is of the utmost importance that the Child Advocacy Specialist develop and maintain professional relationships that focus on expectations, attention to need, encouragement, and mutual respect. CASA volunteers should at all times feel supported, valued, and appreciated.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. *Other duties may be assigned.*

Volunteer and Case Supervision

- Provide coaching, direction, guidance, and support to assigned volunteers in accordance with CASA's policies and procedures.
- Recognize and respect the sensitive nature of the work and maintain the highest confidentiality.
- Demonstrate the ability to support the volunteer throughout all the stages of a case, and carefully plan the advocate's final contact with the child to lessen any negative impact on the child(ren).
- Represent CASA as a professional and positive liaison to the court, DFPS, other governmental agencies, professional collaborations, and other relevant organizations.
- Ensure effective communication between the volunteers, CPS, the courts, attorneys, and other relevant parties.
- Respond to volunteers and other professionals within one business day of their contact.
- Maintain documentation of all case and volunteer communications.
- Document timely notification to volunteer in regards to all court dates and staffings.
- Accompany volunteer, or arrange coverage by another Child Advocacy Specialist, for all court appearances and other case related appointments, as appropriate.
- Conduct an evaluation the volunteers performance at the time of case closure in accordance with the agency policies and procedures.

- Ensure volunteers are in compliance with the CASA Volunteer Policies & Procedures.
- Maintain timely and appropriate communication with supervisor regarding any problems encountered in regards to volunteers and/or cases.
- Determine, through proper documentation, when implementation of progressive discipline of a volunteer is necessary; discusses with Team Lead and Program Director prior to notifying the volunteer.
- Prepare monthly reports as directed by the Program Director and/or Executive Director.
- Participate in agency quarterly audits to facilitate quality assurance.
- Successfully complete 12 hours of continuing education annually.

Ensure Mission and Goals

- Understand and have passion for the mission of the organization; be dedicated to elevating mission effectiveness, which translates to serving more children.
- Represent the organization with professionalism, personal integrity, and a commitment to excellence at all times.
- Participate in goal setting for program objectives, strategies, and tactics.
- Assist with tracking of agency progress towards achieving annual goals.

Related Activities

- Share the duties of answering the agency phone and greeting guests.
- Participate in all staff and program meetings.
- Participate in activities designed for increased volunteer retention.
- Participate in special events and fundraising activities as directed.
- Participate in continuing education opportunities as appropriate.
- Serve as an ambassador of the organization.

Miscellaneous Requirements

- Ability to sit and type at computer for at least 4 hours per work day.
- Ability to lift 5-10 pounds for office supplies or AV equipment.
- In accordance with the CASA of Tarrant County team philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description.

Minimum Qualifications:

- Bachelor's Degree required. Degree in social work or closely related field preferred.
- Knowledge and understanding of the child welfare system and dynamics of child abuse and neglect.
- Strong interpersonal skills, oral and written; ability to develop and maintain professional and respectful relationships.
- Highly organized, self-motivated, team player.
- The ability to work cooperatively with individuals of diverse racial, economic and cultural backgrounds.
- Proficiency in computer software applications, including but not limited to: Microsoft Word, Excel, and Outlook.
- Non-profit and/or volunteer management experience a plus.

Physical Requirements and Work Environment:

This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment. The position requires the physical ability to kneel, bend, and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards, and/or hazardous materials. Work is performed in an office setting.

EEO:

CASA of Tarrant County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran or any other characteristic protected by law. CASA of Tarrant County complies with all applicable federal, state, and local laws, regulations and ordinances prohibiting employment discrimination.