



## CASA Specialist Job Description

Child Advocates of Silicon Valley recruits, trains and supports volunteer Court Appointed Special Advocates (CASAs) to work one-on-one with children in the Santa Clara County Juvenile Dependency System. CASAs become a trusted friend, mentor and consistent adult presence for the child; they ensure that the child's critical emotional and educational needs are met and their voices heard as they navigate the complexities of the foster care system. Our mission is to provide stability and hope to children who have experienced abuse and neglect by being a powerful voice in their lives. Our vision is that every child has a positive view of the future and the opportunity to become a productive, healthy adult.

Supervisor:	Director of Programs
Status:	Full-time, exempt position
Location:	Milpitas
Compensation:	Salary commensurate with experience
Benefits:	Medical, dental, vision and flexible time off

**Position Purpose:** The CASA Specialist provides oversight and support to a team of volunteer Mentors and CASAs, and serves as an agency resource on dependency related topics. The CASA Specialist will represent the agency with systems and community partners and will proactively identify opportunities to broaden collaborations. Core responsibilities include: Volunteer screening, oversight of Mentor caseloads, support and guidance of CASA cases, volunteer development, coaching and counseling of Mentors and CASAs, partner development, specialty development, and being an agency representative.

### Key Duties and Responsibilities:

- Serve on a team of Specialists who provide support and coaching to assigned Mentors and CASAs, supporting their work with dependency cases.
- Mentor/CASA support:
- Conduct screening interviews with potential volunteers and oversee second interview process.
- Assist with case selection, interviewing, court-related responsibilities, monthly documentation and data collection.
- Oversee case assignments, closures and reengagements of volunteer CASAs.
- Attain both monthly and annual goals as set with the Director of Programs.
- Maintain a caseload of up to 15 Mentors, who in turn support up to 150 volunteer CASAs.
- Provide direct oversight of volunteers as needed.
- Support Mentors with CASA concerns and corrective actions as required. Confer with the Director of Programs on all performance concerns regarding Mentor and CASA roles.
- Support the development and recruitment of Mentors.
- Team development: facilitate group discussions for CASA volunteers, host monthly Mentor meetings, share learning opportunities and policy updates to your team.

- Mentor development: complete an annual evaluation of Mentors as a means of supporting opportunities for growth and acknowledgment of contributions, work collaboratively with Mentors as a team and individually to ensure competent supervision of CASAs as well as alignment to the processes and protocols of the agency.
- Serve as Duty Officer on rotation.
- Agency Support: Participate in all-staff meetings, team meetings, periodic board meetings, special committee meetings as assigned, Program and agency events, conferences and workshops as requested
- Participate in CASA training, new hire training, CASA mentor training, and orientations of potential volunteers, continuing education workshops and outreach support as assigned. Participation will include evening and weekend work.
- Serve as liaison between Child Advocates and system's partners: courts, attorney groups, Department of Family and Children Services and other service providers.
- Support systems-wide initiatives as assigned.
- If and when applicable, assist with grant proposals: creating/framing annual proposal templates, writing specific proposals, collecting data and reporting outcomes outlined in the specific grants.
- Assist the Director of Programs with the implementation of goals, objectives and commitments as outlined in the agency's strategic plan.
- Serve on special projects and/or events as requested by the Director of Programs.

Qualifications:

- Bachelor's degree in Social Work, Education, Law, Mental Health or equivalent combination of education and experience; Master's degree preferred.
- Minimum of two years of directly related work experience, e.g. volunteer/people management, case management, supporting youth programs or supporting families in the Dependency System.
- Demonstrated organizational skills, ability to manage multiple tasks and projects of varying complexity concurrently.
- Demonstrated presentation and facilitation skills.
- Understanding of volunteer motivation.
- Demonstrated ability to establish and maintain effective working relationships with individuals at various levels of responsibility (volunteers, agency staff, judicial/legal representative, Board of Directors and community partners).
- Demonstrated excellent written, verbal, coaching and supervisory skills.
- Ability to accommodate a flexible schedule. Position requires evenings and weekend hours.
- Ability to pass background checks upon hiring: DMV, FBI, DOJ, CACI.
- Demonstrated cultural competence.
- Skilled in the use of Microsoft Office products, databases, and technology.
- A commitment to the agency mission and strategic goals.
- Desired Qualifications:
- Bi-lingual, Spanish-speaking preferred.
- Experience with advocacy and the supervision of volunteers.
- Experience with training and the facilitation of groups.
- Direct experience working with the Juvenile Dependency System.

How to Apply:

Applicants should send a resume, salary requirements and cover letter outlining how they meet the specific requirements of the position to [Stacy@advocates.org](mailto:Stacy@advocates.org).

No Phone Calls please.

Child Advocates of Silicon Valley Child Advocates is an equal opportunity employer and makes employment decisions on the basis of merit and organizational need. Child Advocates does not discriminate on the basis of race, color, religious creed, citizenship, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition (as defined by applicable law), sexual orientation, veteran status, family care status, sex, gender, gender-identity, gender expression, political belief, genetic characteristics or genetic information, religious dress practices, religious grooming practices, pregnancy, pregnancy-related medical condition, or any other basis protected by law.

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