



Dependency and Neglect Case Coordinator Full Time Job Description

Advocates for Children CASA is a 501 (c)(3) non-profit organization that works to make sure that all children dream, thrive, and grow with a sense of belonging and empowerment to build a successful future. Our organization recruits, trains, and supports community volunteers who advocate for children who have open dependency & neglect cases, truancy cases, need additional education advocacy, or are an adolescent that may need some additional support. Our compassionate Court Appointed Special Advocates, volunteers, and mentors speak up for these children's best interests.

In working towards helping CASA meet its overall objective of providing a caring CASA Volunteer for children with open abuse and neglect cases, the Case Coordinator performs a range of duties that includes supervision and support of CASA Volunteers in their screening, selection and training. Under the supervision of the Program Managers, the Case Coordinator professionally interacts with judges, lawyers, case workers, and other case-related professionals to provide ongoing support of the volunteers and the children on the case.

Reports to: Program Manager

Salary (Non-exempt): \$21.64-\$24.04/hr (depending on experience), which is equivalent to \$45,000-\$50,000 annually

Benefits: Vacation, Holiday Pay, Paid Time Off, 401(k), Medical Insurance and Dental Plan

Hours: Full-time, Monday-Friday 8am-5pm, night and weekend hours periodically during volunteer trainings and agency events. Position will be based out of our office located at 16965 Pine Lane, Suite #120, Parker, Colorado 80134. However, we are currently offering hybrid work-from-home and in-office options.

Transportation: A valid driver's license and personal transportation is required for this position.

Description of Duties:

- Monitors, supports, and supervises CASA volunteers on assigned child abuse/neglect cases (coordinating up to 32 cases at a time).
- Receives new cases from court
- Presents the case to the prospective volunteer
- Facilitates a case planning meeting to introduce the volunteer to the other professionals involved in the case
- Ensures court coverage for all hearings pertaining to assigned cases
- Reminds and assists volunteers with preparation and editing of court reports for all hearings, except for hearings otherwise approved by Program Manager
- Ensures volunteers thoroughly gather information on their cases to advocate from an informed and objective perspective
- Ensures all volunteers enter monthly statistics and contact logs into online database
- Updates Outlook calendars and Optima (internal database) in a timely manner
- Attends case-related meetings in lieu of CASA volunteers if they are unable to attend, as needed
- Processes case closing paperwork and follows established case closing procedures with each volunteer

- Appropriately addresses any concerns related to CASA's performance during the case (this may include handling conflict with professionals at higher levels)
- Coaches and empowers Volunteers to advocate at their best ability
- Ensures all case records are up to date and all program partners are notified of specific case information as needed
- Attends regularly scheduled program meetings with other program staff to discuss cases and address other issues as needed
- Participates and assists in the facilitation of Volunteer Training and other programmatic events, including some night and weekend hours
- Assists with the planning and execution of additional program activities (i.e. holiday project, volunteer recognition, continuing education)
- Covers 2-3 days of court each week
- Actively engage in positive and collaborative relationships with the community, volunteers, program partners, co-workers, and professionals
- Adheres to office procedures, practices, expectations and policies of the organization
- Performs related job duties as required
- Coaches volunteers through writing and editing court reports
- Distributes court reports to case professionals and Judge in a timely manner
- Assists in screening, interviewing, and engaging prospective Volunteers, as needed
- Interprets the needs of the volunteers and program, and presents professional recommendations to the Program Manager and Chief Operating Officer
- Effectively implements all policies as adopted by the Board
- Communicates effectively and accurately to the Program Manager personal progress and needs on a regular basis
- Devotes time to professional development

Skills and Experience:

- Preference will be given to those with experience supervising volunteers/staff, working with non-profit organizations, or working with human services or the juvenile court system
- Minimum of one year of qualifying experience with a bachelor's degree
- Minimum of 21 years old
- Ability to take initiative in completing assigned projects with minimal supervision
- Capacity to work with people of diverse educational, professional, socioeconomic, and ethnic backgrounds
- Skills in collecting and interpreting data
- Experience in creating and conducting presentations for large groups of professionals
- Excellent organizational skills
- Proficient in all Microsoft Office applications
- Ability to communicate effectively both verbally and in writing
- Demonstrated ability to project a positive image and attitude

Essential Qualities:

- Encourages and practices critical thinking
- Is self-reflective and empathic
- Is committed to remaining current on research and best practice standards

- Recognizes the influence of workplace relationships on outcomes and results
- Maintains a respectful and accepting approach to others
- Awareness of the influence of the larger context on individual behavior
- Collaboratively and creatively supports the work efforts of families and colleagues at all levels
- Encourages and practices self-care
- Encourages and practices healthy professional boundaries
- Values ethical practice
- Honors commitments
- Practices blameless problem-solving

Applying:

To apply, please send a cover letter, resume, and references to Victoria Raphael, Executive Assistant to the COO, at one_casa@adv4children.org. No phone calls please.

For more information about Advocates for Children-CASA, visit adv4children.org