

# ***Volunteer Supervisor/Case Manager***

The following is a sample description for a volunteer supervisor/case manager:

## **BASIC FUNCTION**

Under the supervision of the executive director, the volunteer supervisor/case manager assumes responsibility for supervision, case management, training and coordination of assigned volunteers to ensure that abused and neglected children receive quality advocacy in court.

## **DUTIES & RESPONSIBILITIES**

- Compile statistical case information as required by local, state and National CASA/GAL programs
- Coordinate training program with other staff members (set up dates, location, speakers, schedules, trainers, food assignments, references, criminal records form, fingerprinting, applications, handouts for sessions, etc.)
- Take turns with other volunteer supervisors training volunteers—director will assign sessions
- Coordinate the swearing-in ceremony (invitations, food, group and personal oaths, picture IDs, etc.)
- Assist in the screening of volunteer applicants: responsible for fingerprinting and interviewing potential volunteers, processing the fingerprinting cards, checking references, and completing criminal records check and sex offender and protective services checks
- Conduct an annual evaluation of the volunteers you supervise
- Organize and maintain case records and volunteer files, record and update case records as necessary, collect and maintain data from volunteers regarding case updates
- Maintain effective coordination with the court on case assignments, assign and reassign cases, notify volunteers of hearing dates, attend hearings and staff cases, provide staff support to volunteers
- Provide volunteers with report forms and resource information to be distributed to the families we work with
- Assist the volunteer committee with a volunteer recognition banquet and awards (invitations, mailings, recognition plaques, program)
- Prepare monthly statistical information for records and grants as cases come in; give copy to director as soon as possible
- Prepare and collect time sheets on a monthly basis for records and grants
- Provide quality case management and supervision of volunteers as required by state and national standards
- Attend emergency hearings on a rotating basis
- Assign case and fill out intake sheets
- Provide office and phone coverage and all other duties as requested by director

## SUPERVISION/CASE MANAGEMENT

- Volunteer supervisors are responsible for direct supervision and case management of not more than 30 volunteers. They are required to have knowledge of the case and assist volunteers with court preparation, helping with and reviewing the CASA/GAL volunteer's report to the court, attending hearings with volunteers, and providing post-dispositional supervision, referrals and direction.
- Monthly contact is required with each volunteer to get a case update. Update should be recorded in the case notebook. Case information will be recorded in the COMET software program.
- **Case Management:** The volunteer supervisor provides CASA/GAL volunteers with individualized supervision for the child and family on all matters relative to family stabilization, permanency planning, treatment and discharge of the case. This includes information regarding community resources, monitoring/case review, evaluation and documentation.
- **Child/Family Assessments:** The volunteer supervisor provides CASA/GAL volunteers with supervision of the initial comprehensive assessments to identify family strengths and needs in order to facilitate the development of a family action or service plan that will be utilized in the monitoring and evaluation of family progress while services are provided. These assessments and recommendations are recorded in the CASA/GAL volunteer's report to the court and often become part of the court order/case plan.
- **Advocacy Support:** The volunteer supervisor attends all court hearings with the CASA/GAL volunteer, who provides individualized advocacy services for the children engaged in child deprivation and permanency proceedings.
- **Family Preservation Services:** The volunteer supervisor provides CASA/GAL volunteers with resource information that is community based and crisis-intervention services designed to maintain children safely in their homes and prevent unnecessary separation of families.

## SUPERVISION MANAGEMENT

- Provide ongoing supervision of volunteers
- Assign/reassign cases as soon as possible
- Notify volunteers of upcoming hearings as soon as possible
- Provide volunteers with report forms as soon as possible
- Prepare volunteers for court & review reports before court hearings
- Attend all hearings with CASA/GAL volunteers
- Provide post-dispositional supervision and guidance to volunteers
- Keep case files updated with court documents, CASA/GAL volunteer reports and other materials or updates
- Collaborate with court, social services, law enforcement, schools and other agencies
- Provide updated resource guide for referrals
- Maintain files on each case to contain court orders and CASA/GAL volunteer reports
- Maintain personnel file on each CASA/GAL volunteer
- Provide required statistical information for our local, state and national CASA/GAL programs

## OFFICE MANAGEMENT

- Answer and return phone calls and check voicemail often
- Maintain daily log of activities and mileage
- Provide office coverage