

Advocacy Coordinator

CASA of Cherokee County
Canton, GA

The Children's Haven/CASA of Cherokee County

Advocacy Coordinator

Job Description

Supervised by: Advocacy Director

FLSA Classification: Salaried, exempt – Administrative exemption

Position type: Full time

Purpose:

Supervise, coach, and empower Volunteer Advocates who navigate the Juvenile Court system, speaking for the best interest of children involved with dependency court proceedings. Utilize local, state, and National CASA Standards, policies, and resources to guide the collaborative advocacy efforts of Volunteer Advocates within the guidelines of best practices. Equip Volunteer Advocates with accurate and current knowledge of community resources.

Essential Responsibilities:

Advocate Supervision & Empowerment

- Complies with Standards and policies for electronic and paper files related to cases and Volunteer Advocates.
- Collaborates with Advocacy Director on case assignment and re-assignment.
- Communicates at least monthly with Volunteer Advocates as per Standards and policies related to case-specific activities.
- Provides Volunteer Advocates with necessary skills; adequate resources; accessible guidance, encouragement, and mutual respect; consistent appreciation; strategies for problem solving; and ongoing emotional support.
- Coaches Volunteer Advocates in the provision of information, referrals, advocacy, follow up contact for continuation of services, permanency planning, confidentiality, normalcy, and the child best interest principle.
- Ensures notification, timely preparation, and attendance of court proceedings and other case related meetings.
- Models, guides, and monitors appropriate and effective interactions in court and community settings including home visits that may impact placement decisions.
- Ensures monthly (or quarterly) contact with child per Standards and completes appropriate documentation. As necessary, conducts contact in the Volunteer Advocate's absence.
- Collects and maintains pertinent case related information that ensures seamless case management in collaboration with the Volunteer Advocate.
- Attends all court proceedings with Volunteer Advocate, or makes arrangements for staff coverage to support Volunteer Advocate.

- Seeks out unique and collaborative advocacy efforts for the greatest permanency possible in each case, and throughout each step in the case's duration.
- Through individualized attention and relationship, identifies and celebrates important moments in the Volunteer Advocate's life (i.e. birthday, Swear-In date, anniversary, etc.).

Court Reporting

- Models and ensures Volunteer Advocate understanding and demonstrated working knowledge of Court Orders and progress of completion towards the DFCS Case Plan goals.
- Ensures objective, fact-based, and child-centered recommendations to the court are articulated in a written court report, submitted to the Advocacy Coordinator for review three to five business days prior to the hearing.
- Reviews the submitted court report in a timely manner, and addresses concerns or suggestions with the Volunteer Advocate prior to finalization of the court report.
- Ensures provision of the court report to all parties in a timely manner.
- Ensures child-centered recommendations include all aspects of a child's identity including placement, safety, normalcy, trauma, and access to culturally-appropriate, therapeutic, age-appropriate, developmental, educational, medical, and mental health services.

Recruitment & Training

- Attends, participates, and facilitates information sessions, pre-service interviews and training sessions, swearing-in celebratory events, in-service training, training staffings, and others as requested.
- Identifies ongoing training needs for Volunteer Advocates, and provides input on the development of specific training sessions to address needs in collaboration with the Advocacy Director.
- Positively represents CASA at community functions and civic organizations as directed by the Executive Director.

Data Management

- Collects and compiles required statistical information at least weekly in OPTIMA. This will include but is not limited to child demographics, legal status, placement, child and collateral contacts, scheduled hearings, Volunteer Advocate hours and miles, and other case specifics.
- Maintains Volunteer Advocate data including demographics and contact information in OPTIMA or specified database software.
- Complies with required statistical tracking completion and reporting deadlines, as requested by Advocacy Director or Executive Director.
- Participates in electronic scheduling, calendar management, records sharing, and collective reporting.

Office Operations

- Answers and returns phone calls or other communication attempts within 24 hours.
- Answers incoming office phone calls and responds to visitors appropriately and in a timely manner (i.e. office coverage).
- Attends staff meetings, strategic planning meetings, and other internal meetings as needed or assigned.
- Utilizes Outlook calendar to manage work activities, and shared with Advocacy Director.
- Monitors volunteer engagement and activity for reporting and improvement.

- Provides volunteer feedback and support as needed.
- Provides court support as needed.

Professional Behaviors

- Professionalism that includes, but is not limited to, understanding boundaries, consistency, active listening, keen observation, teamwork, values, role modeling, recognition of others, and leadership attributes.
- Communication skills, including the ability to modify, develop, and improve skills.
- Positive attitude and excellent teamwork skills.
- Accepts other assignments, beyond primary job duties, that may support agency public relations, community education, and fundraising or service delivery.
- Participates in volunteer appreciation activities.
- Able to receive feedback on performance and make changes necessary to perform the job; flexible, can change and adapt routines, duties, and interactions.
- Exhibits trust and respect for the authority and decisions by management and the Board of Directors to lead the agency's growth, direction, and evolution.
- Ability to recognize and embody the organizational mission, including the incorporation of shifts and changes within the agency structure.
- When faced with conflict, confusion or disagreement, has the ability to resolve, problem solve, and move on without withdrawing from the team or negatively impacting team productivity.
- Consistently reads and responds appropriately to written information in a timely manner.