

## Advocate Supervisor (Dependency)



**Reports to:** The Dependency Program Manager

**Supervises:** Advocates

**Full-time Position:** Hourly Employee

**Salary:** \$34.83 per hour (\$72,446 per year); Non-Exempt Employee hourly; Bilingual staff receive a 3% pay increase to \$35.88 per hour (\$74,620 per year).

**Location:** This position is in Santa Cruz County and requires in-person work in the Watsonville office for the first 90 days after which the position may be eligible for remote working some days per week.

**Benefits:** Employer paid health, dental, and vision insurance plans for the employee. Employee 403 (b) retirement plan is available with an employer contribution after one year of employment. 11 paid holidays and 23 days of PTO.

The Advocate Supervisor position oversees 30 CASA Advocates who provide dedicated mentorship and support to youth ages 0-21 involved in the dependency court system. This position provides expert case supervision to 30 CASA Advocates to ensure that the children we serve receive comprehensive advocacy that supports the goals of safety, stability, and well-being. This position is responsible for multiple ongoing collaborative and collegial relationships with system partners, attendance of child and family team meetings, and supporting CASA Advocates to meet the unique needs of the child and family they serve. Successful candidates will have direct work experience with current and/or former foster youth, system-impacted families, and a keen understanding of the root issues that lead to system involvement, such as mental health, poverty, trauma, and housing insecurity. We believe that every youth on probation and in the dependency court system needs and deserves an Advocate who provides mentorship, care, and invests in the young person.

**It is an essential part of this job to embrace and foster a culture that celebrates a diversity of identities, beliefs, thoughts, experiences, and a commitment to creating an organizational culture of equity, inclusion and belonging to better serve our youth and communities. We encourage people with personal experience and/or involvement in the dependency, juvenile justice, mental health, or criminal justice systems; people of color and Latinx folks; and people who identify as LGBTQ+ to join our team.**

### Supervision of Advocate Cases

- Supervise cases in the dependency court system, as directed by the Program Director and indicated by the current needs of the waitlist
- Manage a caseload of volunteer Advocates in line with National CASA Standards, and Judicial Council guidelines, providing excellent communication and collaboration with Advocates throughout their cases
- Maintain best practices of case management, advocacy, peer counseling, and reflective supervision to support Advocates in understanding and meeting the needs of each child and youth
- Support Advocates with documentation, required data collection, court report creation and submission, and court appearances
- Assist Advocates in collaborating with youth to formulate and implement Individual Advocacy Plans for each young person
- Maintain a positive, collaborative, and communicative relationship with every Advocate, youth, and family member connected to the program
- As directed by the Juvenile Justice Program Manager and Waitlist Manager, ensure every referral is connected with a well-trained, screened, and fit-appropriate Advocate

- Ensure each match between program participants and their CASA's are intentional, thoughtful, strengths-based, and sustainable
- Maintain positive and collaborative relationships between service providers, community organizations, probation officers, social workers, the public defender's office, court partners, and Advocates—and wherever possible receiving and making appropriate community referrals as needed
- Ensure that CASA's database (Optima) is updated regularly with youth information, case information, advocacy goals, and Advocate contact logs
- Perform Annual Reviews and End of Case interviews with Advocates at case closure
- Screen volunteer applicants for suitability to be invited to training by conducting pre-training interviews
- Participate and/or lead Advocates' in-services and monthly CASA to CASA meetings as described by direct supervisor

### **Advocacy and Collaboration**

- Ensure our work and advocacy with youth and families is rooted in best practice and demonstrates commitment to the principle of "no decision about me, without me"
- Maintain strengths-based, detailed notes about cases, and maintain up-to-date documentation in Optima, regularly read and approve Advocate contact logs
- Attend children and family team meetings (CFT's) as needed and advocate for the best interests of the youth
- Work in a highly collaborative manner with the Program Director, Program team, and across the organization to create and maintain positive working relationships that allows us to thrive in our mission
- Regularly seek feedback from program participants (youth) and families who are impacted by the juvenile justice and or dependency court system, and regularly consult with Advocates to ensure our program is meeting the needs of the people we serve
- Identify emerging needs from the youth and families we serve, including community-wide trends, in service of excellent provision of services
- In collaboration with the Program Management Team, ensure that all CASA practices and procedures increase diversity, equity and inclusion

### **Other Duties**

- Attend and complete CASA's CORE Training within the first six months of employment
- Participate in continuing education, including DEI learning
- Participate in CASA's community engagement events and children's events
- Participate in CASA Strategic Planning, Staff Meetings, Program Meetings, and other duties as assigned

### **Qualifications and Requirements:**

- **We are actively seeking candidates who have first hand knowledge and experience in the dependency system or juvenile justice systems, foster care alumni, and people who have been system-impacted**
- Bilingual and biliterate in Spanish highly preferred
- Previous professional experience in the field(s) of child abuse, juvenile justice, child development, positive youth development, juvenile law, violence prevention, impacts of incarceration, or similar/related fields
- At least two years' experience working directly with youth and families impacted by the root causes of juvenile court involvement, such as mental illness, poverty, housing insecurity, trauma, and structural racism

- Comfortable in a role that is heavily detail-oriented, balancing innovative practices while maintaining a consistent standard of care
- A very strong commitment to centering the voices and choices of the youth and families we work with in all our decision making
- Knowledge of and deep respect for the families and youth we work with, including strong understanding of the experience of people who are severely disenfranchised and heavily system involved
- Bachelor's degree in related field of study, and/or equivalent work and professional experience, and/or lived experience of the juvenile court systems
- Excellent judgment, critical thinking, and creativity in problem solving
- Excellent written, composition and oral communication skills
- Technology skills with Microsoft Word, Excel, Outlook, and other software
- Must be flexible with hours, including some evening and weekend events
- Demonstrated respect for all people regardless of socioeconomic background, culture, religion, sexual orientation, disability, or gender
- Meet the physical demands and successfully perform the overall duties and responsibilities of this job. Reasonable accommodation may be provided to enable otherwise qualified individuals with disabilities to perform their overall duties and responsibilities

**Demonstrated Ability To:**

- Complete a background check, and screening process; applicants who have been justice involved are encouraged to apply
- Establish and maintain effective, collaborative working relationships with our children and families, staff, volunteers, the Court, Probation, the public defender's office, juvenile justice partners, and community partners
- Maintain strict confidentiality of the youth and families that we serve
- Willing and able to reliably travel throughout Santa Cruz County; some out of county travel
- Adapt to a changing environment with the ability to respond to and manage with a calm, mindful approach

This is a non-exempt position (work hours are Monday-Friday 8:30AM-5PM) with 11 paid holidays and 23 days of PTO. This position may be eligible for hybrid remote and office work after 90 days of employment. For the first 90 days this position is based at our Watsonville office. Following the probationary period, all staff members work from the office 3 days per week. Benefits include employer paid health, dental, and vision plan for the employee. Employee 403 (b) retirement plan is available with an employer contribution after one year.

To apply, please send a cover letter and résumé [humanresource@casaofsantacruz.org](mailto:humanresource@casaofsantacruz.org) by July 23<sup>rd</sup>, 2023. Three references will be checked in the final round of interviews. Position will be open until filled.

CASA of Santa Cruz County is an Equal Opportunity Employer: At CASA of Santa Cruz County, we embrace a diversity of identities, beliefs, thoughts, and experiences. We commit to creating an organizational culture of equity and inclusion to better serve our youth and communities. Applicants for all job openings will be considered without regard to age, race, color, religion, sex/gender, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws.