Employer: San Francisco Court Appointed Special Advocate Program  
Position: Case Supervisor  
Status: Full-time exempt  
Posted: December 2021; open until filled  

Organization Overview  
The San Francisco Court Appointed Special Advocate Program (SFCASA) recruits, trains and provides ongoing support to community volunteers serving as officers of the court to advocate for the best interests of abused and neglected children in the foster care system. Through sustained, personal attention, SFCASA creates positive change in children’s lives, providing children with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.sfcasa.org.

Position Overview  
The Case Supervisor is primarily responsible for the administrative case management of the open dependency court cases serviced by SFCASA. In doing so, the Case Supervisor provides supervision and direction to CASA volunteer advocates and ensures volunteer compliance with Agency policies. The Case Supervisor also collaborates with SFCASA staff to screen potential volunteers, assist in various aspects of volunteer advocate training, and ensure that the educational needs of all client youth are met. This position will report to the Program Manager.

Qualified candidates must be available to complete core volunteer training.*

* Core volunteer training will take place on Tuesday and Thursday evenings from 6pm-9pm, beginning on January 25, 2022 and ending on March 10, 2022. The training sessions will be fully remote due to the COVID-19 pandemic.

Responsibilities  
Supervision, support and management of volunteer advocates and their assigned cases  
- Maintain organized, accurate and up-to-date physical and electronic case records in compliance with Agency protocols, ensuring data integrity for reporting needs  
- Support volunteer advocates in the completion of court-mandated duties, including, but not limited to, developing and submitting monthly contact logs, court reports and case plans and participating in court hearings and case meetings  
- Exercise discretion and independent judgment to assist advocates in creative problem solving, utilizing Agency and community resources and ensuring accuracy and consistency with dependency permanency planning law and best practices  
- Facilitate and mediate relationships between advocates and professionals, family members, and others as needed  
- Assess and strategically match advocates with cases in a timely manner  
- Maintain frequent (minimum monthly) contact with advocates, providing coaching and advice tailored to individual case and volunteer needs  
- Identify and share information about specialized services and resources with advocates and SFCASA staff  
- Annually evaluate advocate performance in the fulfillment of their duties

Additional Responsibilities  
- Provide assistance with the recruitment and training of new advocates and the continuing education and retention of established advocates
• Establish and maintain effective, collegial working relationships with SFCASA staff, board and volunteers, as well as with representatives of the San Francisco Human Services Agency, the dependency court attorney panel, education service providers and other community service providers and entities
• Participate as active team member and support organizational events as needed including, but not limited to, Swearing-In Ceremonies, Advocate Appreciation, Youth Holiday Party and Fostering Change Gala.
• Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director and Agency may be assigned from time to time – SFCASA is a small non-profit organization requiring flexibility from its staff

Qualifications and Requirements
• Bachelor’s degree in social-service related field (advanced degree preferred)
• Experience in the fields of social service, juvenile law, education and volunteer program management and/or case management required; additionally, candidates with knowledge of Bay Area public health landscape and healthcare advocacy strongly encouraged
• Strong working knowledge of community resources in the City and County of San Francisco and greater Bay Area
• Must complete SFCASA Core Volunteer Training
• Must pass a comprehensive background check
• Comfortable with learning and utilizing new software programs
• Strong written communication skills, including editing skills; candidates should be prepared to provide a writing sample upon request
• Excellent oral communication skills, including the ability to calmly evaluate and make mindful, strategic decisions in emotionally-charged situations and in the absence of complete clarity
• Competence in Microsoft Word, Excel and Outlook programs
• Flexibility with hours, including some evenings and weekends, with an ability to independently manage one’s workload and schedule
• Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse populations
• Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others
• Spanish-English bilingual and BIPOC candidates strongly encouraged to apply
• SFCASA is committed to centering and supporting the voices of former foster youth. Applicants with lived experiences of the dependency system and/or other system involvement, as well as individuals with extensive experience with system-involved youth, are highly encouraged to apply.
• Candidates should be prepared to provide a writing sample upon request

Salary & Benefits
Competitive salary based on experience. SFCASA offers a robust benefits package including health, dental and vision insurance; a 403(b) retirement savings fund; flexible spending plans for medical, dependent care, and commuter expenses; and generous vacation, sick leave and paid holidays. Employees in their first year accrue 15 vacation days and 12 sick days annually and receive 16 paid holidays per year, including their birthdays off.

To Apply
Please send a cover letter, resume and three references in one PDF file via e-mail to resumes@sfcasa.org with “Case Supervisor Open Position” in the subject line. Please, no phone
calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

SFCASA is committed to workforce diversity and does not discriminate on the basis of age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. Qualified applicants will receive full consideration without regard to age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. SFCASA will consider qualified applicants with arrest or conviction records for employment in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

**San Francisco CASA is an equal opportunity employer.**