

SNOHOMISH COUNTY JOB DESCRIPTION

CASA PROGRAM SENIOR

Spec No. 4104

BASIC FUNCTION

To provide technical guidance to Court Appointed Special Advocate (CASA) Program Coordinators and staff, assist in the supervision of the CASA unit, including work assignments and case reviews.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads employees and provides oversight of subordinates under direction of the program manager; assigns daily work and trains subordinates as necessary; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established policies and procedures; handles day-to-day personnel questions and problems.
2. Participates in and makes recommendations regarding selection, performance evaluations, coaching, discipline and termination of subordinate employees, and determining staff needs.
3. Evaluates dependency cases and workload to determine assignments to Program Coordinators.
4. Prepares statistical reports regarding case assignments of volunteers to dependency cases; assists in preparation of quarterly statistical report to support grant funding. .
5. Reviews cases assigned to volunteers in order to determine status and level of activity. Monitors Program Coordinators to assure they are working in the capacity of volunteer's coordinators and not providing direct service. Troubleshoots concerns raised by Program Coordinators and makes recommendations to manager.
6. Facilitates volunteer training program, maintains and updates training curriculum, as directed, and coordinates training schedule to meet the needs of the program.
7. Acts in the capacity of a Program Coordinator with direct oversight of a limited number of volunteers or in the case of staff vacation and/or illness.
8. Reviews volunteer case files to ensure compliance with all policies and procedures.
9. Supports Program Coordinators to resolve complex situations; monitors benchmark review of cases by Program Coordinators with volunteers, monitors benchmark annual updates and training requirements.
10. Participates in public relations work for purposes of volunteer recruitment/retention; organizes community speaking engagements and outreach events including fundraisers and seasonal donations.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

11. Participates in the departmental management team to develop and review philosophies, policies and procedures.
12. Assists the supervisor with the development and review of budgets, program descriptions and grant proposals.

STATEMENT OF OTHER JOB DUTIES

13. Performs all duties of the Program Coordinator.

MINIMUM QUALIFICATIONS

A Bachelor's degree in psychology, sociology, social work, social welfare, counseling and guidance or closely related field; PLUS, one (1) year of experience in dependency, counseling, interviewing, vocational guidance or crisis intervention; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job-related tests.

PREFERRED QUALIFICATIONS

One (1) year lead experience preferred.

SPECIAL REQUIREMENTS

Applicants may be required to pass a criminal background check including finger printing, a reference verification, polygraph examination, and a psychological examination.

A valid Washington State Driver's License is required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- interviewing, counseling methods and techniques
- the literature, trends and developments in the social services area
- dependency systems
- the judicial and criminal justice systems
- racial and ethnic disparities in juvenile justice and the factors that contribute to those disparities
- mental health, drug abuse and alcohol treatment systems
- local, state and federal social service resources and agencies
- the basic principles of training facilitation

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KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- organize and lead the work of subordinate level employees and volunteers as required
- provide guidance to Program Coordinators who oversee the volunteers' case management, reports, and course of action on individual dependency cases
- effectively train, coordinate, coach and evaluate the work of subordinate employees
- facilitate training
- establish and maintain rapport with Program Coordinators and volunteers, guide them toward positive goals using effective communication skills
- communicate effectively with people regardless of age, sex or social, economic or cultural background including persons with social or behavioral problems
- respond effectively in crisis and emergency situations
- express ideas and recommendations clearly and effectively both orally and in writing
- establish and maintain effective working relationships with criminal justice system officials, community organizations and agency staff, associates, other county employees and the public
- follow oral and written instructions
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment and make decisions within the scope of assigned authority
- read, interpret and apply work related laws, rules and other regulations

SUPERVISION

The employee reports to the CASA Program Manager or other administrative superior as assigned. The work is performed with considerable independence in accordance with established policies and procedures. The employee acts as lead and assists in the supervision of Program Coordinators and support staff in the CASA Program Unit.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: February 2007

Revised: October 2012, January 2017

Revised and retitled: July 2017, Community Services Senior

EEO Category: 2 - Professionals

Pay Grade: 241 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous