

## SNOHOMISH COUNTY JOB DESCRIPTION

### **CASA PROGRAM SUPERVISOR**

Spec No. 4101

#### BASIC FUNCTION

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

#### STATEMENT OF ESSENTIAL JOB DUTIES

1. Supervises Program Coordinators, assigns daily work, provides oversight, develops and implements staff training, provides coaching, direction, and feedback to direct reports, develops leadership skills of employees, evaluates performance, provides quality assurance to guarantee accuracy and compliance with instructions and established policies and procedures, handles day-to-day personnel questions and problems.
2. Collaborates with Program Director to select, evaluate, coach, discipline and terminate subordinate employees, and determine staff needs.
3. Evaluates dependency cases and workload to determine assignments to Program Coordinators. Supervises case assignments to meet court deadlines
4. Prepares statistical reports regarding case assignments of volunteers to dependency cases; assists in preparation of quarterly statistical report to support grant funding. Defines and measures program outcomes and provides feedback on outcomes to staff, volunteers, stakeholders, and the community.
5. Reviews cases assigned to volunteers in order to determine status and level of activity. Supervises 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 program director.
6. Supervises volunteer screening and onboarding. Reviews volunteer personnel files to ensure compliance with all policies, procedures, and standards.
7. Develops and facilitates volunteer training program, maintains and updates training curriculum, and coordinates training schedule to meet the needs of the program. Maintains knowledge of relevant community resources and trainings and shares with volunteers and staff.
8. 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.
9. Reviews volunteer case files to ensure compliance with all policies, procedures and standards.

## SNOHOMISH COUNTY JOB DESCRIPTION

### CASA PROGRAM SUPERVISOR

Spec No. 4101

10. Supports Program Coordinators to resolve complex situations; monitors benchmark review of cases by Program Coordinators with volunteers, monitors benchmark annual updates and training requirements.
11. Participates in public relations work for purposes of volunteer recruitment/retention; organizes community speaking engagements and outreach events including fundraisers and seasonal donations.
12. Develops marketing and advertising strategy, utilizes organic and paid advertising channels, and purchases and coordinates advertisements in accordance with budget. Reviews and updates CASA program website; incorporates analytics to evaluate effectiveness of advertising strategy. Composes media content for advertising and recruitment purposes.
13. Coordinates CASA program calendar of events and assigns staff coverage.
14. Partners with Program Director to develop and implement program vision, philosophies, policies and procedures; development and implementation of strategic plan.
15. Assists Program Director in crisis management and incident response.
16. Provides guidance to Program Coordinators in resolving complex situations; monitors benchmark review of cases by Program Coordinators with volunteers, monitors benchmark annual updates and training requirements.
17. Participates in public relations work for purposes of volunteer recruitment/retention; organizes community speaking engagements and outreach events including fundraisers and seasonal donations.
18. Supervises office work schedules, time and attendance, vacations, sick leave and timesheets.
19. Participates in the departmental management team to develop and review philosophies, policies and procedures.
20. Assists the program director with the development and review of budgets, program descriptions and grant proposals.

#### STATEMENT OF OTHER JOB DUTIES

21. Performs all duties of the Program Coordinator as needed.

#### MINIMUM QUALIFICATIONS

A Bachelor's degree in psychology, sociology, social work, social welfare, counseling and guidance or closely related field; PLUS, three (3) years of experience in dependency, counseling,

## SNOHOMISH COUNTY JOB DESCRIPTION

### **CASA PROGRAM SUPERVISOR**

Spec No. 4101

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.

#### 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

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 respectfully and professionally 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

## SNOHOMISH COUNTY JOB DESCRIPTION

### CASA PROGRAM SUPERVISOR

Spec No. 4101

- 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 Director or other administrative superior as assigned. The work is performed with considerable independence in accordance with established policies and procedures. The employee acts as supervisor of Program Coordinators and support staff in the Office of the Court Appointed Special Advocate (CASA).

#### 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 as Community Services Senior

Revised: October 2012, January 2017

Revised and retitled: July 2017 as CASA Program Senior, November 2020 as CASA Program Supervisor

EEO Category: 2 - Professionals

Pay Grade: 243 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous

FLSA Status: Non-Exempt