



CASA of Harford County

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Job Description: Program Supervisor

General Description

The Program Supervisor provides professional staff support to CASA volunteers ensuring that children receiving the services of a CASA volunteer receive sound advocacy and appropriate permanency planning. The Program Supervisor is responsible for volunteer supervision and the coordination of cases assigned. The Program Supervisor also assists the Director with recruitment and training activities, event planning as well as other office work as needed.

Qualifications

1. Bachelor's degree in a social service or other clinically oriented discipline or related field
2. A minimum of two (2) years experience in the field of child abuse and neglect.
3. A minimum of one (1) year experience in supervision of volunteers/staff is preferred.
4. Demonstrated knowledge and understanding of the juvenile court system and the needs of abused and neglected children.
5. Ability to communicate, both orally and in writing, with a broad segment of the community.
6. Ability to communicate with and supervise volunteers, and work with different types of personalities.
7. Knowledge of and understanding of issues and dynamics within families relating to child abuse and neglect.
8. Familiarity with database and word processing programs.

Supervision

The Program Supervisor will be responsible to the Director of CASA of Harford County.

Job Functions/Duties

The following examples of duties are not intended as a comprehensive list of job functions/duties performed by this position. The following are a representative summary of the major duties and responsibilities.

1. Assist in recruiting, screening, interviewing and training of new volunteers.
2. Review new cases and assign appropriate volunteers in consultation with the Director.
3. Provide on-going supervision to CASA volunteers conducting face- to-face supervisory conferences at least quarterly.
4. Do annual CASA volunteer evaluations.
5. Work with assigned volunteers to plan a strategy for their case(s).
6. Maintain case files for each assigned case.
7. Review and distribute court reports in a timely manner.
8. Attend Court hearings with volunteers and track court dates.
9. Provide assistance and guidance for volunteers as needed or requested.
10. Assist Director with training new volunteers and with scheduling and supervising on-going training for current volunteers.
11. Assist and participate in fundraising events and opportunities as necessary at the direction of the Director.
12. Assist in staffing fairs and other events for volunteer recruitment and publicity.
13. Assist with volunteer appreciation events.
14. Attend conferences, seminars and meetings as requested by the Director
15. Handle all correspondence as it relates to meetings and Court proceedings.
16. All other duties as assigned.