



## ADVOCATE SUPERVISOR JOB DESCRIPTION

### POSITION OVERVIEW

---

<b>Position:</b>	Advocate Supervisor
<b>Company:</b>	CASA of Kent County
<b>Location:</b>	180 Ottawa Ave. NW, Suite 5200, Grand Rapids, Michigan 49503
<b>Reporting to:</b>	Program Manager
<b>Website:</b>	<a href="https://casakentco.org/">https://casakentco.org/</a>
<b>Pay Range:</b>	\$42,000 - \$48,000, Fulltime, Exempt
<b>Terms:</b>	Full-time, onsite
<b>Benefits:</b>	Health, Dental and Vision Insurance 401k 11 Paid Holidays, 4 weeks (160 hours) PTO

### ABOUT CASA OF KENT COUNTY

---

CASA of Kent County is a non-profit organization that advocates for the best interests of children who have experienced abuse and neglect as they make their way through the family court system. Our mission is to empower community members to serve as advocates and voices for these children in court, ensuring they have the support and representation they need to thrive. Our vision is simple yet powerful: *A voice for every child.*

CASA trains volunteers to investigate, facilitate, advocate and monitor services for children who are wards of the court due to abuse and neglect. CASA volunteers present first-hand information and observations to help judges make the very best decisions about children's futures. Community impact studies prove that children served by a CASA spend less time in long-term foster care and are less likely to reenter the child welfare system.

At CASA of Kent County, we use the Entrepreneurial Operating System (EOS) to drive clarity, accountability, and alignment in our organization. EOS provides a simple, proven framework for setting clear priorities, fostering open communication, and ensuring everyone is working toward the same goals. By running on EOS, we empower our team with effective tools and processes that encourage collaboration, streamline decision-making, and create a culture of transparency and focus. Joining our team means being part of an organization that is committed to continuous improvement and achieving meaningful impact through a shared vision and disciplined execution.

## OUR CULTURE

---

CASA of Kent County firmly believes that every child deserves a voice and that best-interest advocacy is the best way to provide that voice. This core belief drives us to be a high-performing, focused organization that values structure and accountability. We set long-term targets, shorter-term plans, and quarterly goals that help us clearly know where we're going and how we're going to get there. Our core values permeate the work that we do and how we interact with each other. Those values are:

- Be Curious
- Forge Community Connections
- Strive for Excellence
- Take the Next Right Step
- Believe in CASA's mission

## POSITION SUMMARY

---

The Advocate Supervisor provides professional support and supervision to community-member volunteers who advocate for abused and neglected children who are wards of the court, most often living in foster or residential care. The person in this position ensures that children who have been assigned a CASA volunteer receive sound advocacy and early permanency planning.

## KEY RELATIONSHIPS

---

Key relationships include the Program Manager, other Advocate Supervisors, court personnel, partners at child welfare agencies, and the volunteers and children on the Advocate Supervisor's caseload.

## KEY RESPONSIBILITIES

---

### **CASA Volunteer Supervision & Retention**

- Maintain a volunteer caseload of approximately 30 individuals.
- Ensure volunteer case assignments follow established protocols for completion.
- Help develop initial action plans and ongoing strategies for advocacy for each case.
- Provide guidance, consultation, instruction, and support to assigned volunteers.
- Maintain general knowledge of each child on assigned volunteer caseload.
- Initiate and complete monthly and quarterly contact with all volunteers.
- Assist in the dismissal of volunteers in consultation with the Program Manager.
- Complete an annual evaluation of individual volunteers.

### **Volunteer Recruiting, Screening & Training**

- Assist in the recruitment of volunteers by participating in various activities.
- Help ensure that applicants are suitable CASA volunteers.
- Participate in pre- and post-training interviews for volunteers.
- Be familiar with all CASA training materials.
- Present training to volunteer cohorts (evenings, approximately 12 times per year).

- Assess volunteer aptitude by monitoring class participation.
- Attend and assist with volunteer in-services (evenings, approximately 4 times per year).

### **Collaboration & Meeting Attendance**

- Ensure initial agency/caseworker meetings are scheduled within established timelines.
- Attend case conferences and meetings with assigned volunteers.
- Attend court hearings with assigned volunteers.
- Participate collaboratively on community-wide initiatives as assigned or initiated.
- Participate in regularly scheduled meetings with staff and with supervisor.

### **Reports & Data Management**

- Ensure volunteers complete and submit information in Optima (CASA program database).
- Compile statistical information for the Program Manager.
- Maintain and monitor the timeliness of volunteer court report deadlines.
- Assist volunteers in writing court reports and provide feedback on content.
- Maintain case files.
- Enter and maintain case information in Optima in a timely manner.

### **General**

- Ability to travel to appointments with volunteers and to meetings at child welfare agencies.
- Attend occasional late afternoon or evening events, such as volunteer in-services, the volunteer/child holiday party, or board/staff socials.
- Participate in professional development as desired or assigned.
- Develop strong relationships with personnel at the Court and at child welfare agencies.
- Maintain general office cleanliness.
- Perform various related duties as assigned by the Program Manager or Executive Director.
- Attend and assist with two to four CASA fundraising events (one evening event).

## **PROFESSIONAL EXPERIENCE AND EDUCATION**

---

### **Education and Experience**

- Bachelor's degree in a field related to social work, human services, or criminal justice; **or** equivalent experience; **or** lived experience related to the work of CASA.
- Previous experience working with and supervising volunteers desired.

### **Technical Skills**

- Strong written and verbal communication skills.
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint
- Ability to leverage technology to enhance efficiency and streamline workflow.

### **Communication and Interpersonal Skills**

- Ability to interact with stakeholders with professionalism and cultural humility.
- Strong presentation skills.
- Strong relationship-building skills.
- Curiosity, initiative, and desire to grow a healthy work culture.

### **Organizational and Professional Skills**

- Strong organizational skills.
- Strong attention to detail.
- Ability to manage multiple priorities, set goals, and meet deadlines.
- Commitment to continuous improvement and professional growth.

### **APPLICATION PROCESS**

---

To apply, email a cover letter (required) and resume to CASA Administrative Manager Carrie Shoemith at [carrie.shoemith@kentcountymi.gov](mailto:carrie.shoemith@kentcountymi.gov).

CASA of Kent County is dedicated to fostering a diverse and inclusive workplace that reflects the community we serve. We encourage individuals from all backgrounds to apply.

CASA is an equal opportunity employer.

Updated 3/11/2025