



CASA of Hill County Texas

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Job Title: Advocate Supervisor/CFE (Collaborative Family Engagement) Lead

Classification: Full Time/Exempt

Reports to: Executive Director

Position Summary: The Advocate Supervisor/CFE lead will coordinate Collaborative Family Engagement efforts ensuring the process is part of the agency's daily advocacy. In addition to CFE responsibilities this position will also motivate, empower, guide and Supervise CASA Volunteers as they advocate in the best interest of children who are victims of abuse and/or neglect and are placed in protective care.

Responsibilities include, but are not limited to: Identifying cases, supervising and coaching volunteers, training staff and volunteers, facilitating family finding efforts, facilitating CFE conferences, facilitating team meetings, documentation of CFE efforts, maintaining relationships with stakeholders, managing statistical data and grant reporting, and developing goals for this program and ensure goals are met. Additionally, they will ensure that the mission of CASA of Hill County is carried out.

This position is intended to be funded 100% (37.5 hours per week) by a FY2026 Other Victims Assistance Grant (OVAG) administered through the Office of the Texas Attorney General.

Responsibilities:

Advocate Supervisor

- Supervise Advocates in their role as "Court Appointed Special Advocates" (CASA) for the children whom CASA of Hill County is appointed.
 - Supervise a maximum of 15 cases/family groups.
 - Attends and participates in staff and case related meetings including but not limited to, Permanency Conferences, Treatment Meetings, Family Group Conferences, Staff Meetings
 - Attends and participates in all related court hearings, providing assistance and supervision of Advocate court reports, court attendance and testimony
 - Provides Advocate information and professional contacts regarding community resources and placements
 - Participates in placement selections by reading home studies consulting as decisions are made.
 - Assist the Advocate in identifying permanency planning issues for children while steadily moving the case forward toward the goal of a safe and permanent placement
 - Advises the Advocate in providing information to victims regarding Crime Victims Compensation and Texas SAVNS.
 - When an Advocate is unavailable to work on a case, step in and fulfill the role of the CASA.
- Provide informed and consistent guidance to Advocates as well as encouragement and praise.
 - Provides timely notification of staffing, meetings, and court hearings to Advocate.
 - Provides guidance, assistance and review of Advocate reports to the court
 - Participates in and assists with new Advocate training and Advocate continuing education, as needed.
 - Provides consistent contact in the process of maintaining and fostering relationships with Advocates, clients, and other professionals in legal, social welfare, educational, and therapeutic areas/organizations
 - Enhances the opportunity for retention of the Advocate for other cases, by coaching new skills and providing quality support.
- Ensures the high standard of performance of services of CASA of Hill County Texas
 - Participates in regular and periodic supervision with the Executive Director
 - Supports other Supervisors, by providing backup for meetings and court hearings and with their Advocates as needed.

- Maintains accurate and complete client case records
- Maintains accurate case and advocate statistical data according to state and national standards for CASA
- Assists with office and program demands as needed
- Assist in planning and attending community engagement activities with Community Engagement Specialist
- Assists with program development and evaluation as needed by Executive Director

CFE Lead

- Facilitate Understanding of CFE between CASA Volunteers, families, placements, DFPS/SSCC, and all parties, pertinent information vital in helping engage families in the foster care system
 - Develop and implement an initiative review plan, to be reviewed by the Executive Director and evaluated twice yearly to ensure that goals are being met.
 - Develop and document appropriate processes for evaluations with outcome-related data
 - Ensure all advocacy standards are met focusing on CFE activities for optimal outcomes for children and families
 - Provide assistance to CASA volunteers, CASA staff, and DFPS staff as needed on issues surrounding family engagement
 - Effectively supervise CASA CFE cases by coordinating and scheduling Family meetings to meet requirements and ensuring that the cases are progressing
 - Contacts all team members to coordinate CFE. Contact families and all parties to coordinate family meetings
 - Ensures that CFE tools are utilized in all CFE cases and findings are documented. These tools include but are not limited to web-based searches, social media searches, child or parent completed family finding tools, and Seneca searches.
 - Keeps accurate records and documentation of all CFE contacts
 - Follow up with CASA Supervisors, Volunteers, DFPS Caseworker/Supervisors on a regular and ongoing basis to ensure deadlines are met.
- Other CFE Responsibilities
 - Run and submit reports quarterly and participate in regularly scheduled appointments with your assigned Texas CASA CFE Coach.
 - Maintain the CFE portion of the CASA of Hill County Texas website and staff resources.
 - Develop and update a CFE manual alongside the Executive Director
 - Manage CFE App Administrator Dashboard
 - Responsible for monthly newsletter submissions
 - Ensure each child's PID (Personal Identification Numbers) is in Optima.
 - With the Executive Director's partnership, monitor and assist in sustainability planning to ensure the program is on track to meet all requirements and desired outcomes.
 - Collaborate with stakeholders through the Faith Outreach Team within our local program, CCC (CASA, Clergy, and Community), the Community Engagement specialist, and other partners to bring support and resources to children and families

Other Responsibilities:

- Complete 30 hours of Pre-Service training and 2 hours of court observation within the first 6 months
- Become qualified to facilitate Pre-Service Training within the first 12 months
- Keeps accurate records and documentation of all CFE contacts
- Co-facilitate pre-service training as assigned by the Executive Director
- Complete a minimum of 12 hours of continuing education annually
- Attend meetings and training with the CASA staff as requested
- Ability to always maintain emotional control and professional composure
- Assist with any events as assigned by the Executive Director
- Other duties, as assigned

Critical Skills & Qualifications:

- Have a passion for CASA's mission, vision, and values
- High level of emotional maturity and responsibility
- Experience in recruitment and training
- Excellent communication skills: written, verbal, interpersonal, and visual
- Proficiency in MS Office (Word, Excel, Outlook, PowerPoint, Teams, etc.)
- Knowledge of and ability to use Canva Pro for creating a variety of designs such as social media images, presentations, flyers, invitations, etc.
- Ability to create engaging curriculum, social media posts, and presentations
- Ability to shift schedule to assist with events in evenings or on weekends, as needed
- A good understanding of volunteer program management and volunteer coordination
- Ability to work independently with minimal supervision
- Ability to maintain confidentiality and discretion regarding sensitive information of CASA clients, volunteers, staff and donors; protect confidentiality by being aware of information in workspace and of people who can hear confidential conversations
- Knowledge of the local community and its available resources and agencies
- Ability to work under time constraints and maintain effective job performance
- Should be flexible, creative, possess leadership qualities, present a professional appearance and be able to develop good working relationships with a wide range of people

Preferred Skills & Qualifications:

- Bachelor's degree in social work, psychology, or related field
- Experience working in a non-profit organization with volunteers
- Experience with the court system, DFPS, social work, and/or foster care
- Experience in the provision of case management or advocacy services with children
- Facilitation experience preferred
- Knowledge and/or experience in TBRI
- Bilingual (Spanish)

Other Requirements:

- Have a valid Texas Driver's License and Insurance
- Submit to all necessary background checks and pass
- Willingness and ability to travel

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneels, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate.

I have read and understand this job description. My signature below indicates my agreement to perform the required duties and to meet the organization's goals and metrics.

Employee Signature

Date

Executive Director Signature

Date