

**COURT APPOINTED SPECIAL ADVOCATES OF
FRANKLIN COUNTY**
Job Description
Case Manager

Qualifications

The ideal candidate will have experience in volunteer management, project management, and/or social work. A bachelor's degree is preferred. The candidate must be able to supervise and empower volunteers to be effective in their roles. She/he must have demonstrated knowledge and understanding of issues and dynamics within families in crisis, including, but not limited to, child abuse and/or neglect, trauma-informed care, alcohol/other drug issues, domestic violence and mental health issues. The candidate must have excellent written and oral communication skills; be proficient in Microsoft Office applications, data collection and data entry; possess good time management skills; and have the flexibility to take direction from multiple sources. Experience with CRM systems (database) a plus. This candidate must pass a background check and have a valid driver's license and reliable transportation.

Duties

- Manages cases and supervises assigned volunteers, under the direction of CASA staff attorneys.
- Ensures that volunteers maintain procedures & protocols and adheres to CASA local and national standards on every case.
- Documents ongoing case and volunteer supervision issues.
- Communicates on a regular basis with staff attorneys regarding case activity and the assigned volunteer's performance.
- Reviews volunteers' monthly reports and offers feedback.
- Follows up with volunteers regarding missing updates and reports.
- Participates in case conference meetings with attorneys, Volunteer Management team meetings and staff meetings.
- Assists and consults with volunteers as needed or requested.
- Responds to volunteer communications in a timely manner.
- Refers legal matters to staff attorney.
- Facilitates communication between volunteers and outside professionals as needed.
- Maintains case files, completes paperwork and obtains records as as needed.
- Attends home visits and meetings with, or for, volunteers as needed.
- Maintains and updates case information in CASA Manager Database.
- Participates in agency events as required.
- Other duties as assigned.

Compensation

Based on experience, the starting salary range is \$33,000 to \$35,000 per year.

Benefits include paid time off (PTO), accruing sick and vacation time, health insurance and all observed county holidays.

Outside Employment

The case manager shall not engage in outside employment that will conflict, overlap or otherwise interfere with his/her ability to perform the required duties.

Please send **cover letter** and **resume** by May 15, 2020 to: jobs@casacolumbus.org