



YWCA La Crosse's CASA (Court Appointed Special Advocates) Case Manager (part-time)

The CASA Case Manager is responsible for recruiting, screening, training and case managing community volunteers as Court Appointed Special Advocates (CASA) for abused and neglected children in the child welfare system in Monroe, Vernon and/or La Crosse Counties. The Case Manager works directly with the Program Director to successfully recruit and retain volunteer advocates, develop new recruitment sources and strategies, manage and maintain the extensive training program required for all new volunteer advocates and case manager them once assigned to a case. This position is a part-time position (20 hours per week) that requires some evening hours.

Recruitment duties include:

Coordinating all aspects of recruitment including advertising volunteer opportunities, organizing and attending evening information sessions, interviewing potential volunteers, managing and tracking volunteer status.

Developing and communicating recruitment and retention strategies to improve organizational retention of volunteers and to ensure organizational mission is successful through increased volunteer advocates.

Training duties include:

Schedule, coordinate and facilitate at least two training sessions per year, including scheduling community speakers, coordinating volunteer attendance, and attending all evening training sessions.

Develop and maintain training curriculum, including developing new training strategies, materials and information to assure conformity with our local CASA Program and National CASA training requirements.

Work with Program Director to assign new volunteers to active cases and assist in opening new cases internally.

Manage and maintain data and administrative files required for volunteers during and after training.

Case Management duties include:

Manages and supports up to 15 cases through consultation, problem solving, troubleshooting, feedback, guidance, evaluation, motivation, training, monitoring and preparation for court appearances.

Monitor CASAs involvement in their cases and case activity, while assuring that organization policy and practice standards and sound case management practices are followed.

Demonstrate knowledge of each child's history and pertinent advocacy issues.

Represent the organization within the child welfare system, the juvenile court system and external community through participation in advisory groups, committees, and public relations activities as assigned.

Participate in program implementation, evaluation and planning.

Participate in team meetings, including case staffing, assuring accountability and quality.

Minimum Requirements:

Bachelor's Degree required with minimum two years relevant professional experience;

Strong writing, communication and group speaking skills required;

Emotional maturity and interest in working in child welfare/social issues;

Desire to work in collaborative team but also be able to work independently;

Flexibility with daytime and evening responsibilities;

Proficient in Microsoft Office, including Word and Excel;

Prior experience managing social media accounts;

Prior database and data management experience preferred.

Send resume, cover letter, and 3 references via email to Program Director Jessie Fortuna at jfortuna@ywcalax.org.

*Employment and conditions of employment will be made on a non-discriminatory job-related basis and without regard to an applicant's or an employee's race, religion, color, sex, age, national origin, medical condition, marital status, sexual orientation, veteran status, disability, or any other legally protected status consistent with applicable law.