

SNOHOMISH COUNTY JOB DESCRIPTION

CASA PROGRAM COORDINATOR

Spec No. 4048

BASIC FUNCTION

To provide technical guidance to, and assist in the supervision of the Court Appointed Special Advocate (CASA) volunteers.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Provides direct supervision of CASA volunteers, works with volunteers to select cases; coaches and provides feedback to volunteers; trains subordinates and volunteers; reviews work to ensure accuracy and compliance with laws, policies and established procedures; handles day-to-day volunteer questions and problems.
2. Provides quality assurance for volunteers on their caseload; performs quarterly case audits to assure documentation is in order and up-to-date, and documents have been filed and/or distributed; performs regular review of volunteers' case notes; performs other audits as directed by policy; tracks volunteer annual training hours; may provide coverage for volunteers under limited circumstances.
3. Assists staff and volunteers in preparing cases for court; supports volunteers in court hearings.
4. Assesses and interviews potential volunteers for program eligibility; monitors volunteer performance and assists in addressing crisis situations.
5. Monitors and assures volunteers' compliance with program rules; assists volunteers in preparing court reports on dependent and legally free youth; prepares and completes required and related forms, records, documents, and reports of programs activities.
6. Performs ongoing public relations work; acts as liaison between volunteers and stakeholders in the dependency system.

STATEMENT OF OTHER JOB DUTIES

7. Purchase supplies and maintain inventory for CASA-related functions and training.
8. May participate in and make recommendations regarding selection, discipline and termination of volunteers.
9. Perform related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in psychology, sociology, social work, social welfare, counseling and guidance or closely related field; PLUS, two (2) years of experience in social work, dependency, counseling, interviewing, vocational guidance or crisis intervention; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

Experience supervising volunteers preferred.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment.

Applicants must successfully pass a criminal background investigation, reference verification, polygraph examination, and a psychological examination.

KNOWLEDGE AND ABILITIES

Knowledge of:

- juvenile justice and the dependency system
- racial and ethnic disparities in juvenile justice/dependency arena and the factors that contribute to those disparities
- basic interviewing, assessment, and counseling techniques
- individual and group behavior
- child development and family dynamics
- trends in the social services area including trauma-informed care

Ability to:

- effectively train, coordinate and evaluate the work of volunteers
- train volunteers to effectively interview clients, determine courses of action and evaluate individual progress
- relate to and communicate with persons of diverse ages, social, economic, cultural and educational backgrounds
- establish and maintain rapport with volunteers, guide them toward positive goals using effective communication skills
- respond effectively in crisis and emergency situations
- express ideas and recommendations clearly and effectively both orally and in writing

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KNOWLEDGE AND ABILITIES (Continued)

- establish and maintain effective work relationships with justice system officials, community organizations and agency staff, associates, other county employees and the public
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment and make decisions within the scope of assigned authority
- read, interpret and apply work-related laws, rules and other regulations

SUPERVISION

The employee reports to the CASA Program Manager or other administrative superior as assigned. The work is performed with considerable independence in accordance with established policies and procedures.

WORKING CONDITIONS

The work is performed in the usual office environment. Some evenings and weekend work may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: December 1996 as Juvenile Court Program Coordinator

Revised: March 2008, January 2017, August 2017

EEO Category: 2 - Professionals

Pay Grade: 239 –Classified Pay Plan

Workers Comp: 5306 Non-Hazardous