

CASA/GAL Volunteer Job Description

CASA VOLUNTEER JOB DESCRIPTION

POSITION TITLE: CASA Volunteer for Knox County

REPORTS TO: Executive Director or other assigned staff and ultimately to the Judge of the Knox County Superior Court 1, Juvenile Division.

PURPOSE OF POSITION: The volunteer is responsible for planning and administering a program that:

- ◆ Provides advocacy services to children, who are involved in juvenile court proceedings due to abuse or neglect.
- ◆ Is administered in accordance with the national and state CASA mission, goals, and policies.

KEY RESPONSIBILITIES

Pre-Training

- ◆ Complete the CASA Volunteer Application form that requires three (3) references
- ◆ Complete a criminal background check and Child Protective Services (CPS) history check
- ◆ Complete a personal interview with the Executive Director or otherwise designated CASA representative

Training Requirements

- ◆ Complete the initial 30 hours of CASA Volunteer Training that fulfills the National CASA requirements.
- ◆ Sign CASA's confidentiality statement, Code of Ethics, and Social Media and Email Policy

Volunteer Work

The volunteer is required to fulfill the following responsibilities:

- ◆ Complete an intensive investigation of the court-ordered cases by doing the following:
 - ◆ Provide the child and relevant adults with information about the volunteer's role and the process of CASA involvement
 - ◆ Observe the child and relevant adults individually and when appropriate, together
 - ◆ Interview the child and relevant adults and gather as much factual information as possible
 - ◆ Collaboratively and professionally work with the other professionals involved in the case
 - ◆ Review records and reports that provide "need-to-know" information
 - ◆ Write a report to be submitted to the court. The report should represent factual information in a way that does not oversimplify information, include assumptions, or jump to conclusions. The report should also include recommendations that are in the best interest of the child. The volunteer will provide a written report to the court via the Executive Director or other assigned CASA staff in a timely manner. The filing of the report will be completed by the Director.

Represent the child in various settings:

- ◆ Department of Child Services case conferences and Child and Family Team Meetings. The CASA volunteer should advocate for the child's best interest by representing all relevant known facts and encouraging the development of case plan that reflects the actual strengths, barriers, and needs of the child.
- ◆ Other collateral meetings that may include but are not limited to school, mental health, medical, and social service providers
- ◆ Court hearings. If at all possible, the volunteer's presence in the courtroom for the hearing is strongly recommended; however, some circumstances may preclude the volunteer from attending. However, if the volunteer receives a subpoena, then he or she must attend the court hearing.

- ◆ Monitor the case following a court hearing for compliance and progress within the family and with other service providers. The volunteer will do so by continuing to maintain contact with children, parents, and service providers on a regular basis until a discontinuation of service notification is received from the Executive Director or other assigned staff. Non-compliance should be immediately reported to the Executive Director or other assigned staff.
- ◆ Make the necessary time commitments to complete case obligations. Inform the Executive Director or other assigned staff of absences or inability to attend meetings.
- ◆ Keep an accurate contact case log in Optima by the 5th of the month.
- ◆ Consult with Executive Director or other assigned staff regarding case progress at a minimum of one time a month.
- ◆ Keep all client and court information confidential. The case should only be discussed in settings that provide for confidentiality and only with authorized individuals.

Throughout the volunteer's work, he or she must:

- ◆ Believe that every child is entitled to a placement that provides for the best interest of the child
- ◆ Remain objective
- ◆ Avoid over-involvement with individuals involved with the assigned case
- ◆ Abide by The Code of Ethics
- ◆ Maintain a professional manner and appearance

Continued Training

Completes twelve hours of continued training per year

QUALIFICATIONS:

Required Qualifications

- ◆ Is at least 21 years of age or older
- ◆ Passes the background checks
- ◆ Has ability to communicate orally or in writing
- ◆ Commits to complete initial training program
- ◆ Works compatibly with others
- ◆ Remains objective, keeps information confidential, and avoids over-involvement
- ◆ Displays maturity to deal with emotional and complex situations
- ◆ Understands child development

Health Status Statement

The volunteer's physical and mental health must remain at a level that will allow the volunteer to satisfactorily complete all functions and remain competent to perform all requirements of the position.