



Full-Time Case Manager

Job Title:	Case Manager
General Hours of Work:	<i>Full Time: Monday – Friday (Days)</i>
Exempt/Non-Exempt:	Exempt
Reports To:	Program Manager and Executive Director

The Role: SF CASA is seeking a professional with experience in social services who will train, guide, and support volunteers as they gather information about children’s safety and well-being within the existing child welfare system. Full-Time Case Managers are responsible for supervising a caseload of 20-25 volunteer advocates whose cases will have multiple deadlines; assessing and prioritizing case issues; reviewing and editing court reports; supporting volunteer recruitment efforts, fundraising, program operations; and fostering an enriching and constructive work environment.

We are looking for a motivated, self-starter with excellent attention to detail, who can work effectively in a collaborative work environment and wants to support us in fulfilling our Mission. This is a **full-time**, exempt, salaried position with some flexibility in scheduling that reports directly to our Program Manager.

Required Education and/or Experience:

- ≈ Any combination of education and experience that qualifies a candidate for this position.
- ≈ Cultural awareness and sensitivity in working with diverse and low-income populations, with some understanding of systems of oppression facing low-income communities of color.
- ≈ Awareness of adverse childhood experiences and how generational trauma impacts family dynamics.

Case Management:

- ≈ Understand the importance of managing and maintaining confidential information.
- ≈ Review new cases, assign to advocates, and create plan for information gathering, analysis, report writing and meeting deadlines.
- ≈ Communicate regularly with Volunteer Advocates, providing guidance and support while ensuring adherence to scheduled Court dates and Program requirements.
- ≈ Monitor and assess hearings, reports, orders, and communications for safety concerns throughout the case and ensure adherence to statutory guidelines and court proceedings in conjunction with Program Manager.

- ≈ Monitor and assess the Volunteer Advocate's progress consistent within the legal structure and timeline of the case and report any concerns, complaints, or problems to the Program Manager or Executive Director as needed.
- ≈ Record updates regarding volunteer/case information in Optima database ongoing in a timely manner.
- ≈ Receive, review, and edit reports for responsiveness to the Order of Appointment and case requirements, as well as grammar and format, and ensure reports are free of bias. Follow up with the Volunteer Advocate as needed for clarification or corrections.
- ≈ Work objectively with community partners facilitating effective relationships resulting in sound advocacy for our abused and neglected children throughout their court proceedings.
- ≈ Work with and be respectful of all people regardless of socioeconomic backgrounds, cultures, race, belief system, sexual orientation, disability, and gender.

Volunteer Recruitment, Training and Retention

- ≈ Interview potential Volunteer Advocates and assess for suitability.
- ≈ Teach segments of the online and in-person required new advocate training according to interests and strengths.
- ≈ Ensure volunteers are meeting their Program requirements including 12 hours of mandatory in-service training annually.
- ≈ Strive to ensure the volunteer experience is meaningful and fulfilling.
- ≈ Engage volunteers in appreciation events (i.e., luncheon, movie night, Cup O' CASA).
- ≈ Conduct wrap-up/review of the case and the Volunteer Advocate's experience upon case closure.

Other

- ≈ Participate in SF CASA staff meetings, program team meetings, and other periodic events such as board meetings, lunch and learns, in-service trainings, diversity and equity trainings, and community conversations, etc.
- ≈ Participate in major events, like fundraisers and advocate appreciation events, representing the organization.
- ≈ Perform other duties as assigned by the Executive Director.

Qualifications:

- ≈ Ability to maintain confidentiality in all case matters.
- ≈ Strong interpersonal communication skills: ability to approach relations with volunteers, family and staff with empathy, kindness, and professionalism.

- ≈ Minimum 2 years work experience with low-income families and children or managing volunteers.
- ≈ Familiarity with trauma-informed care, the child welfare system, domestic violence issues, substance abuse issues and mental health issues preferred.
- ≈ Strong needs assessment, multiple deadline management and writing/editing skills required.
- ≈ Ability to prioritize tasks and organize responsibilities to effectively address multiple simultaneous projects and manage deadlines.
- ≈ Good work habits, problem-solving ability, attention to detail, administrative and organizational skills.
- ≈ Proficient computer skills with the ability to learn new software programs and participate in all required network security trainings.
- ≈ Commitment to Sioux Falls CASA's Mission and Values.

General Requirements:

- ≈ Pass an extensive background check including criminal history, central registry, etc.
- ≈ Maintain a valid driver license and auto liability insurance.
- ≈ Be available for flexible work hours; evenings and weekends if needed.
- ≈ Be able to travel occasionally.

CASA offers the following excellent benefits for this position:

Health Insurance, Paid Life Insurance, Paid Time Off (Vacation/Sick), 11 Paid Holidays per year, and Simple IRA Company Match.

This is a full-time position, approximately 40 hours per week. Office hours are Monday-Thursday 7:30am to 4:30pm; Friday 7:30am to Noon.

Review of applicants will begin immediately and continue until position is filled. Applicants should submit a resume, cover letter, a list of 3 references and salary requirements to: Stacey Tieszen, Executive Director, Sioux Falls Area CASA Program, PO Box 1901, Sioux Falls, SD 57101-1901; or via email to: stacey@siouxfallscasa.org.

Sioux Falls Area CASA is an inclusive, welcoming, and affirming organization committed to ensuring the highest quality advocacy possible for all children and families in the child protection system. We value, celebrate, and actively try to recruit diverse candidates. We are an equal opportunity employer and do not discriminate against any individual, employee, or applicant on the basis of race, national origin, color, creed, sex, age, pregnancy, sexual orientation, genetic information, gender identity, gender expression, disability or veteran status. People of all identities are encouraged to apply.

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