



JOB TITLE: Advocacy Intake Specialist

REPORTS TO: Chief Program Officer

STATUS: Full time, Hourly, Exempt

POSITION SUMMARY

The Advocacy Intake Specialist should be a highly motivated and organized individual who has professionalism, attention to detail, and communication skills. Advocacy Intake Specialists are the Douglas County Juvenile Court and associated parties' primary contact when cases are referred to CASA for Douglas County prior to matching a child in foster care with a screened, trained, qualified volunteer advocate. An Advocacy Intake Specialist is tasked with supporting the advocacy and training and education teams, including, but not limited to, ensuring the waitlist is maintained with accurate and up-to-date data, cases are uploaded into CASA's CMS, summarized, and assigned priorities for placement, and advocate coordinators and volunteer advocates receive and sign case acceptance documents and are aware of hearings and meetings related to their assigned cases. Advocacy Intake Specialists should be passionate about furthering CASA's mission, vision, and guiding principles.

JOB RESPONSIBILITIES

- Receive and review referrals from Douglas County Juvenile Court.
- Upload and add case demographics and information for all new referrals into CASA's case management system, including court pleadings and case information received from case professionals.
- Timely and accurately enter required information, data, and pleadings in CASA's CMS.
- Maintain CASA for Douglas County's waitlist and data relevant thereto.
- Communicate with case professionals and track court hearings and pleadings for cases on the waitlist to provide up-to-date case summaries to the Advocacy and Training and Education Teams through regular, documented contact with same and review of court file in Justice.
- Assist with matching volunteers advocates with children in foster care, considering the needs of the children in and complexity of the case(s) and the capacity, knowledge, skills, interest, circumstances, and availability of the volunteer advocates and advocate coordinators.
- Ensure Advocate Coordinators and Volunteer Advocates are aware of FCRO Meetings and Court Hearings when notice is sent to Advocacy Intake Specialist and track same within CASA's CMS.
- Maintain contact with court professionals regarding the Court Badge Process for new volunteers.
- Work with the Chief Program Officer to perform periodic data audits.
- Assist with courthouse and other case-related mail receipt and delivery processes.
- In partnership with CASA Leadership and the Advocacy team, assist with the development of long and short-range goals and objectives for program excellence, growth, and development.
- Collaborate with the Advocacy and Training and Education teams to evaluate team accomplishments and areas of opportunity for growth.
- Encourage CASA Volunteer and staff participation in quality improvement efforts (surveys, etc.).
- Participate in CASA events throughout the year.

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- Work with CASA colleagues to review program-related procedures and resolve identified issues.
- Complete CASA pre-service training as directed by the National CASA Association guidelines.
- Attend in-service trainings, conferences, seminars, and meeting, as requested.
- Perform other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in social services related field preferred, equivalent combination of education and experience will be considered.
- Minimum of 2 years of professional experience in child welfare is required.
- Strong written and verbal communication skills.
- Strong organizational ability and attention to detail, including ability to work independently and coordinate multiple, diverse projects, analyze data, set realistic deadlines, and manage a timeline.
- Experience in nonprofits, child welfare, or juvenile law preferred.
- The ability to manage conflict and work cooperatively with different personalities.
- Demonstrated experience and success with effective communication with individuals from various backgrounds, cultures, and lived experiences.
- Strong organizational ability and attention to detail, including ability to work independently and coordinate multiple, diverse projects, set realistic deadlines, and manage a timeline.
- Patience and ability to remain composed.
- Demonstrated ability to anticipate and solve practical problems.
- High standards of integrity and ethics.
- Proficiency in Microsoft Office Suite and Microsoft Excel.
- Must have a valid Driver's License, reliable vehicle, and proof of auto insurance.

COMMITMENT TO INCLUSION & NON-DISCRIMINATION

CASA for Douglas County honors the dignity and value of all people, experiences, and perspectives. CASA for Douglas County is an equal opportunity employer and does not discriminate on the basis of race, color, religion, creed, age, sex, gender, pregnancy, national origin or ancestry, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, political affiliation, disability, or any other characteristic protected by law.

HOW TO APPLY

Please email your cover letter and resume to Monical Greenhill, Human Resources Director, mgreenhill@casaomaha.org, no later than September 12, 2023.