

## Family Engagement Specialist

We are looking for a Family Engagement Specialist who can support CASA's mission by empowering volunteers and Child Advocacy Specialists to identify healthy connections, relational permanency, and safe homes for the children that we serve. Leading with grace and generosity is highly important to this role as it will require a spirit of partnership and cross-team collaboration.

CASA of Travis County believes every child who's experienced abuse or neglect deserves to have a dedicated advocate speaking up for their best interest in court, at school, and in our community. To accomplish this, the team at CASA educates and empowers community volunteers who ensure each child's needs remain a priority in an overburdened child welfare system. Through honorable and respectful involvement with families, courts and all parties, CASA makes independent and educated recommendations that prioritize children's safety and, wherever possible, preserve connections to their families.

The Family Engagement Specialist will work closely with Child Advocacy Specialists and their volunteer advocates, as well as specially trained Family Engagement volunteers, to locate and engage relatives and fictive kin of children to whom CASA is appointed. The Family Engagement Specialist will act as a consultant to Child Advocacy Specialists and their volunteer advocates on cases with limited permanency options, as well as those lacking in family connections and supports for youth. The Family Engagement Specialist will further provide regular education to Program Staff and volunteers to support continued growth and knowledge of best practices related to family engagement. They will also work closely with the Director of Family Engagement to collect and assess data that quantifies the impact of this work on the children served. The Family Engagement Specialist will demonstrate humility in their interactions with staff, volunteers, children, and families and will demonstrate a commitment to volunteer engagement and child safety in all endeavors.

At the end of your first year, success would mean building and maintaining relationships with Child Advocacy Specialists, volunteer advocates, and relevant community stakeholders, identifying areas of growth for family engagement efforts within CASA of Travis County, and implementing new approaches to training Program Staff on family engagement practices.

The Family Engagement Specialist is a critical role to move CASA of Travis County towards meeting our vision of quality advocacy, a safe home and promising future for every child in Travis County.

### Responsibilities

1. *Provides consultation and support to CASA Child Advocacy Specialists and volunteer advocates regarding family finding and engagement.*
  - Establishes relationships with Child Advocacy Specialists and provides regular opportunities for staff and volunteers to seek individualized coaching regarding family engagement tools and techniques.
  - Identifies opportunities for cross-team collaboration, including attending various team meetings outside of the Family Engagement Team, and following up on cases flagged as high risk due to limited permanency options.
  - Receives internal referrals from Child Advocacy Specialists, reviews case details, and works cohesively with Child Advocacy Specialists and assigned volunteers to identify and engage healthy connections to support children to whom we are appointed.
  - Conducts and documents internet and database searches for family members of children and youth to whom CASA is appointed.

### Seniority Level

Entry Level

### Employment Type

Full-Time

### Reports To

Director of Family Engagement

### Starting Salary

\$50,000

- For each Family Engagement case, coordinates meetings for CASA volunteer, Child Advocacy Specialist and Family Engagement volunteer at the time of Family Engagement referral and periodically to include other legal parties as needed to maintain progress and efficiency of family engagement efforts.
  - Partners with the Director of Family Engagement to facilitate Family Engagement trainings for CASA staff and volunteers at least once per quarter.
  - Demonstrates a strong understanding of the importance of relational permanency for children and youth and promotes relational permanency as a priority for the Program team.
  - Promotes family finding and engagement practices and champions family engagement as an essential tool for families involved in the child welfare system.
2. *Supports volunteer advocates in family engagement efforts, including working directly with families of children served by CASA to identify and engage relative connections in the child's life and legal case.*
- Provides regular and ongoing training, coaching, motivation, and guidance to volunteer advocates as it relates to family engagement efforts.
  - Ensures documentation of all specialized Family Engagement activities in internal Salesforce database.
  - Collects and documents various data points related to Family Engagement on case pages and Family Engagement referrals.
  - Maintains regular documentation for volunteers as it relates to coaching and supervision of family engagement.
3. *Ensures the high standard of performance of services of CASA of Travis County.*
- Models a commitment to child safety and volunteer engagement.
  - Participates in regular supervision with the Director of Family Engagement.
  - Attends and participates in continuing education opportunities as needed and per CASA policy.
  - Assists the Director of Family Engagement and Senior Director of Advocacy with program development and evaluation as requested.
  - Attends and actively participates in required CASA meetings.
  - Builds and maintains effective relationships with others on the CASA Program Team, volunteers, attorneys, caseworkers, and other stakeholders in the Travis County child welfare system.
4. *Other responsibilities include:*
- Attends and participates in volunteer-related events for recruitment and retention, including but not limited to Swearing In and Closed Case Recognition ceremonies, volunteer meet-ups, and volunteer appreciation events.
  - Assists with fundraising events as needed.
  - Participates in CASA and external committees as needed.
  - Other duties as assigned.

## **Qualifications**

- A minimum of a Bachelor's degree is required. In lieu of a degree, significant professional relevant experience may be considered.
- English/Spanish fluency.
- Understanding of child and family advocacy issues as they relate to the child welfare system, particularly in Travis County.
- Demonstrated ability to communicate clearly, both orally and in writing, and interact in a supportive and cooperative manner.
- Demonstrated ability to work under time constraints, be goal-oriented, and maintain productive and effective relationships with staff, volunteers, and community stakeholders.
- Demonstrated resilience, flexibility, and self-awareness.
- Demonstrated integrity, honesty, and ethical conduct.

## **Preferred Qualifications**

- Experience in the Travis County child welfare system and/or with the CASA model.
- Experience in providing staff or volunteer supervision and ability to manage people.
- Training or experience in permanency issues, both legal and relational, for children involved in the child welfare system.
- Knowledge and understanding of best practices related to child safety and the prevention of abuse.

### **Physical Requirements and Work Environment**

The Family Engagement Specialist will be expected to have transportation to attend staffings, meetings, fundraising events, etc. While this position is not remote, there is some flexibility in scheduling and some tasks can be completed outside of the office. The position requires some flexibility as communication with advocates, legal parties, and families may occasionally need to occur outside of regular business hours. The Family Engagement Specialist will spend time in the office that could involve intermittent physical activities including bending, reaching, sitting, and walking during business hours. Additionally, it is anticipated that the person may spend several hours of each day seated at a computer. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.

*CASA of Travis County will not employ anyone who has ever been charged with a felony or misdemeanor involving a sex offense, violent act, child abuse or neglect, or related acts that would pose risks to children. Additionally, CASA will comply with requirements of Texas CASA, National CASA, the Office of the Texas Attorney General or other legal requirements in determining whether an applicant's background check is satisfactory for employment.*