



THE STATE OF DELAWARE PERFORMANCE PLAN

Name, Job Title: SS#
Department-Division-Section:
Supervisor, Job Title:
Date, or time period covered:

1. What is the agency mission and/or operational needs that this employee's job performance will affect?

MISSION OF FAMILY COURT

The Family Court is a legal forum, which by statute is charged with the timely and fair resolution of matters involving domestic relations and children. In addition to the Judicial hearing, the Court utilizes alternative methods of settlement while protecting rights of due process, providing for the best interests of children, and performing its unique role as the Court with a social conscience.

OPERATIONAL NEEDS

The objective of the Family Court CASA Program is to provide independent representation and advocacy for all abused and neglected children who are the subject of Court proceedings. The CASA Program Coordinator is responsible for program management, recruitment, training, and supervision of CASA volunteers.

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2. Please list the duties, projects or performance standards that will be used for evaluation purposes.
Note: current job dimensions may be substituted and/or included.

EMPLOYEE SUPERVISION: Supervises CASA Volunteers

1. Provides and/or oversees volunteer training
 - a. Using established curriculum and procedures, plans, implements, and evaluates participant-based training for new volunteers.
 - b. Conducts monthly in-service meetings with CASA volunteers. Keeps records of agendas, minutes, and attendance and provides copies to Senior Program Coordinator.
2. Assigns cases, reviews and approves reports, and provides feedback on assignments through regular documented contacts with volunteers.
3. Provides technical assistance, guidance, support, and information to volunteers.
4. Completes written annual evaluations for all CASA volunteers s/he supervises and provides copies to Senior Program Coordinator.
5. Resolves casework or interpersonal problems with CASA volunteers s/he supervises.
6. Identifies and uses methods to recognize contributions of CASA volunteers.
7. Enters required information in COMET to track volunteers and their casework

COORDINATION

1. Works with CASA colleagues and with other units and other agencies to review program related procedures, develop cooperative relationships, and resolve problems.
2. Coordinates case activities between CASA volunteers and assigned program attorney.
3. Identifies and keeps informed about available human resources for children and families.
4. Assists with training of new program staff as required.
5. Arranges local media interviews and makes presentations to provide information and/or stimulate interest in CASA as directed by Senior Program Coordinator.

TECHNICAL SKILLS

1. Uses supervisory skills to provide guidance, support, feedback, and information to CASA volunteers
2. Applies and updates knowledge of case management skills, court process, and community resources
3. Coordinates and facilitates case conferences and meetings between CASA volunteers, program attorneys, and other agency staff as needed

ASSESSMENT

1. Screens cases to recommend CASA assignments to judges
2. Screens and selects CASA volunteers
3. Evaluates program accomplishments, problems, and needs within the county
4. Serves as a resource to the Senior Program Coordinator and to fellow county Program Coordinators by providing suggestions and feedback.

PLANNING

1. Participates in assigned work groups and provides input to the Senior Program Coordinator for the development of long and short range goals and objectives for program growth and development. Suggests and provides input on statewide program policies and procedures, including the development and revision of forms.
2. With fellow Program Coordinators in the county, develops written annual goals and objectives for the county that are consistent with the statewide goals and objectives for the program.
3. Develops specific plans for volunteer recruitment within the county.
4. Develops and documents public relations and recruitment strategies and activities.

WRITTEN COMMUNICATION

1. Keeps accurate records to document program activities.
2. Prepares monthly statistics and case lists.
3. Prepares and submits accurate case assignment and case closing forms
4. Prepares and submits post-training forms
5. Maintains supervision notes of contacts with CASA volunteers
6. Updates and submits Volunteer Information forms, Case Assignment forms, and Attorney Representation reports, and hearing information promptly and as required.
7. With other program staff and Senior Program Coordinator, develops public relations and recruitment materials.

COMPLIANCE

1. Completes assignments within designated time frames
2. Promptly responds to requests for verbal or written reports or information
3. Manages program in accordance with statewide policies and procedures and in concert with standards and guidelines of the National CASA Association
4. Accurately completes and submits required program forms
5. Screens cases promptly to avoid screening backlog
6. Keeps supervisor informed of important program events or significant case developments, including but not limited to appeals

WORKLOAD COMPLETION

1. Maintains standards for managing 30 active CASA volunteers representing at least 70 children.
2. Through training, support, and supervision of CASA volunteers, ensures the timely completion of investigations and submission of reports/summaries
3. Assures that a report or summary is submitted for every court hearing involving a CASA.
4. Through coordination with the CASA volunteer and program attorney, ensures individual case preparation for the representation of the best interest of assigned children in court proceedings
5. Completes assignments for the on-going recruitment and training of new CASA volunteers

INTERPERSONAL INTERACTIONS

1. Develops and maintains effective working relationships with program staff, CASA volunteers, and court staff to promote a cooperative effort on completing assigned tasks
2. Maintains effective communication and working relationships with representatives of the Division of Family Services, community organizations, and other agency staff.
3. Represents the CASA Program at meetings, training, and community events, as required
4. Develops relationships with community organizations as required
5. Maintains open communication with judiciary, program attorney, and social service representatives in the county.
6. Complies with the Family Court's Customer Service Performance Goals (Administrative Directive 99.01)

ATTENDANCE

1. Exemplifies from attendance a concern for a commitment to job duties and responsibilities.
2. Thoroughly and accurately completes leave slips within two days of the time taken.
3. Requests prior approval for annual leave, comp-time, and whenever possible, sick leave for medical appointments. (Merit Rule 6.0210).
4. Reports to work, meetings, and training on time.
5. Reports to work in the case of sickness of compliance with Merit Rule 6.0311.
6. Requests annual leave with consideration to job responsibilities.



Employee/Date

Evaluator/Date

Reviewer/Date



THE STATE OF DELAWARE PERFORMANCE REVIEW

(Please complete the sections that apply)

Name, Job Title: _____ SS# _____

Department-Division-Section: **Judicial-Family Court- Administration**

Supervisor, Job Title: _____

Date, or time period covered: **Calendar Year** _____

1. Areas where performance is distinguished or exceeds expectations, if any:

2. Areas of specific performance deficiencies or unsatisfactory work, if any:

3. Areas where growth or skills/knowledge development is suggested or needed. If not applicable, please use this space and/or attach summary explanation how employee met expectations.

4. Employee comments, self-review and/or documentation of performance events.

We have met and discussed this document. The employee's overall performance is

Employee/Date

Evaluator/Date

Reviewer/Date