

Case Support Manager

Reports To: Executive Director of Operations & Partnerships

Direct Reports: OSINT Specialist Volunteers

Commitment: Up to 40 hours per week

Location: Remote

FLSA Status: Non-Exempt (hourly)

Mission & Role Summary

The Case Support Manager (CSM) is a crucial administrative support role that ensures continuity, integrity, and timely communication during the investigative phase of Compass IGG & Advocacy's human remains identification casework. Reporting to the Executive Director of Operations & Partnerships (EDOP), the CSM takes responsibility for a case after the DNA sample is processed and uploaded to genealogy databases (GEDmatch, etc.). CSM's generally have a caseload of 15-20 cases. The CSM provides critical support to the IGG volunteer Research Strategists, maintains the case file in the CRM with meticulous detail, and oversees communication with external agencies. They are a vital member of the management team dedicated to ethically advancing the mission of resolving unidentified missing persons cases.

Key Areas of Responsibility

Research Strategy Support

- Serve as the primary administrative support for the IGG volunteer Research Strategist, ensuring they have access to necessary resources.
- Assist Research Strategist by organizing documentation, ensuring that the research flow is not impeded by administrative tasks.
- Act as the logistical liaison between the Research Strategist and the IT and Security Manager for any technology or access issues.
- Assist Research Strategist by suggesting techniques to move the case forward when research seems to be stalled.
- Assist Research Strategist in preparing a candidate presentation and completing the IGG report for the agency.

- When the Executive Director of Operations and Partnerships is unavailable, responsible for ensuring all IGG casework is carried out in accordance with internal policies and procedures as well as with applicable external standards.

Case File Maintenance and Data Integrity

- Maintain the accuracy and completeness of the case file within the CRM, taking documentation responsibilities once the case has launched into research.
- Attach all appropriate information, documents, emails, and notes to the existing case file record created during the intake phase.
- Ensure all updates to the case status (genealogical progress, investigative findings, etc.) are recorded immediately and accurately in the CRM.

Agency Status Communication

- Ensure that regular, timely status updates are provided by the research team to external law enforcement agencies and partners.
- Manage the communication workflow regarding case status, ensuring professionalism and adherence to confidentiality protocols outlined in agreements with client agencies.

Operational and Volunteer Coordination

- Participate in regular meetings with EDOP, providing updates on case progress and challenges. Provide feedback regarding policies and procedures related to casework.
- Report any volunteer-related issues (e.g., policy violations, conflicts, capacity concerns, or conduct issues) immediately to the EDOP, who will coordinate with the Executive Director of Institutional Strategy & Culture for resolution and management.
- Oversee the closing and archiving of cases according to standard operating procedures. Perform archived case audit.

OSINT Specialist Management & Strategic Development

Formally manage and deploy the OSINT Specialist volunteer team to maximize their impact on stalled IGG casework.

- Assignment and Prioritization: Serve as the primary point of contact for the OSINT Specialist Volunteers, assigning them to specific tasks based on the strategic requests and identified roadblocks communicated by the IGG Research Strategists.
- Workflow Integration: Oversee the successful hand-off of case materials and research goals from the IGG Research Strategist to the assigned OSINT Specialist, ensuring the specialist has all necessary data to conduct their deep-dive investigation.
- Results Handoff: Monitor the OSINT Specialist's progress and manage the secure delivery of their final intelligence reports back to the IGG Research Strategist, ensuring the information is properly integrated into the case file and research narrative.
- Capacity and Quality: Monitor the caseload and capacity of the OSINT Specialist team. Report any capacity concerns, workflow bottlenecks, or questions regarding the quality of OSINT reports to the Executive Director of Operations & Partnerships.

Qualifications & Experience

- Minimum 1 year of experience in IGG casework, preferably with experience in multiple admixture populations.
- Demonstrated OSINT skills, being able to identify living persons by email address using various public databases.
- Demonstrated expertise in updating and maintaining data integrity within a CRM or detailed database system.
- Demonstrated strong interpersonal skills. Comfort accepting and following direction from EDOP.
- Proven ability to handle highly confidential and sensitive case information with discretion and adherence to privacy standards.
- Strong organizational skills and attention to detail. Ability to manage documentation for multiple, concurrent projects efficiently.
- Excellent written communication skills.
- Commitment to the mission of Compass IGG & Advocacy and working collaboratively with volunteer teams.
- Security Mandate: Must have access to a reliable, private internet connection and a personal computer that is password protected and not shared with others.
- Must be eligible to work in the US.
- Vetting & Final Offer: All offers of employment with Compass IGG & Advocacy are strictly contingent upon the successful completion of a comprehensive background check.

Compensation and Benefits

- Compensation: \$20.00 - \$25.00 per hour (based on experience), for a commitment of up to 40 hours per week
- Employee Assistance Program
- Paid federal holidays
- Paid sick leave