

(CASA PROGRAM, INC.)
PROGRAM DIRECTOR POSITION DESCRIPTION

STATUS: Full-Time Position

REPORTS TO: Executive Director

QUALIFICATIONS:

Bachelor's degree in nonprofit management, public administration; psychology, or related area. Master's Degree preferred. Two-years related experience in management of volunteer, non-profit or public service agency, or an organization/division involved in human social services. Candidate will demonstrate strong skills in volunteer management, program planning, and child advocacy. Previous experience working with volunteers, knowledge and understanding of child abuse and neglect, families in crisis and other social services skills are given priority. Previous experience managing volunteers and working directly with children specifically in the foster care system is required. Clear criminal background required.

PREFERRED SKILLS:

Excellent written and oral communication, including presentation and training; attention to detail; highly organized; vision to identify potential and opportunity; ability to build and maintain consensus; ability to develop and successfully implement a budget; ability to communicate with, supervise and empower volunteers to be effective in their roles; knowledge and understanding of issues and dynamics within families in crises relating to child abuse and neglect.

SUMMARY OF RESPONSIBILITY:

The CASA Program Director oversees and manages the CASA Volunteer Advocacy Program. The principal duties of the position include managing the Volunteer Supervisors; and overseeing recruitment and training of CASA volunteers; establish relationships with community partners; and meets or exceeds program standards of Texas and National CASA.

ESSENTIAL FUNCTIONS:

- Provide the orientation, training, and supervision for all program staff
- Facilitate individual and group coaching of the Program Team, working closely with direct reports to create a sense of empowerment.
- Oversee general case management ensuring confidentiality, adequate supervision, the safety of, and best outcomes for, each child.
- Monitor volunteer quality, retention, recognition and support of volunteer advocates.
- Provide case consultation for difficult cases or case mediation between Volunteer Supervisors and Advocates; attend meetings for Volunteer Supervisors when they are unavailable.
- Conduct annual performance evaluations, and case documentation audits for all direct reports.
- Expand diversity and cultural competency to ensure inclusivity and responsiveness to client needs.
- Oversee Advocate and Program Staff training including the core 30-hour training program, ongoing in-service program and professional development, including annual diversity and cultural competency training.
- Ensure all program policies and practices comply with Texas and National CASA standards.

- Oversee the recruitment and education of volunteers and assist in the implementation of recruitment and retention strategies
- Represent CASA as a professional and positive liaison in court, to the public and welfare agencies, the district attorney's office, the private child welfare agencies, other government agencies, professional collaborations, and other relevant organizations

VOLUNTEERS/CASEWORK

- Coordinate CASA's presence at court and CPS hearings, including emergency removals, show cause hearings, motions to modify and terminations in reference to caseload
- Review court reports and attend court hearings as necessary
- Consult with appropriate CPS staff regarding client needs and volunteer assignments
- Meet monthly with CPS supervisor regarding program collaboration
- Schedule and oversee monthly case staffings
- Keep necessary and appropriate volunteer records
- Assist with yearly volunteer evaluations and follow-up

FINANCIAL AND RECORDS

- Prepare program reports and monitor metrics; coordinate the design, implementation and analysis of annual surveys, program evaluation and outcome measurements
- Aid in the preparation of the annual CASA budget
- Assist with grant writing and research for government crime victim grants
- Assist with VOCA and Crime Victim Grant reports
- Collect and tabulate program effectiveness measures

STRATEGIC AND OPERATIONAL PLANS

- Assist in the development of a long-range plan in cooperation with the Board of Directors
- Develop yearly goals for the CASA program

COMMUNITY RELATIONSHIP

- Participate in national, state and local organizations concerned with child abuse and neglect
- Provide community education about services offered by CASA and assist with outreach
- Maintain effective relationships through personal contact and written communication with other professional and social service organizations, funding groups, foundations and charitable organizations and serve on appropriate community committees and task forces

ADDITIONAL DUTIES:

- Attend 30 hours of Pre-Service Volunteer Training upon hire
- Sign CASA Program, Inc.'s Conflict of Interest policy annually
- Complete special projects and tasks as assigned by the Executive Director