



Voices for Children, Inc. Job Description

Job Title: Program Director

Classification: Exempt, Full-Time

Reports to: Executive Director

Salary: Commensurate with experience

Qualifications: Degree in human services or related field. Master's Degree preferred. Experience in supervision, preferably with volunteers. Experience in providing casework or related services.

Summary of Responsibilities

The Program Director oversees all of the work directly serving CASA's mission, ensuring that highly qualified staff are providing effective support to well-trained volunteers offering top quality advocacy in the best interest of children to whom CASA is appointed by the courts. In collaboration with the Executive Director (ED) the Program Director will articulate and implement the strategic vision of the organization; evaluate the effectiveness of services to achieve that vision; provide mentoring, guidance, supervision and professional development to programmatic leadership staff; and enhance the work of the organization by staying abreast of developments in child welfare and volunteer-based advocacy. The Program Director reports to the Executive Director (ED) and directly supervises the Advocate Supervisors.

Ability to guide these staff in effective management of all employees doing direct mission-related work is of the highest importance. The Program Director builds effective relationships internally and externally and will serve as the official representative of CASA in a wide variety of settings.

ESSENTIAL FUNCTIONS:

- Oversee 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.
- Provide case consultation for difficult cases or case mediation between Volunteer Supervisors and Advocates
- Coordination and implementation of regularly scheduled staffing with CPS, attorneys, and/or other child welfare professionals.
- Conduct annual performance evaluations, and case documentation audits for all direct reports.
- Ensure new volunteers are matched with Advocate Supervisors.
- Expand diversity and cultural competency to ensure inclusivity and responsiveness to client needs.
- Ensure all program policies and practices comply with Texas and National CASA standards.

- Represent CASA as a professional and positive liaison 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
- Participate in the strategic planning process in regards to the advocacy program.

FINANCIAL AND RECORDS

- Prepare program reports and monitor metrics; coordinate the design, implementation and analysis of annual surveys, program evaluation and outcome measurements
- Collect and tabulate program effectiveness measures

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

Employee Signature

Date