

TEXAS CASA SEEKS

Program Specialist

**Location: Remote**

**Reports to: Program Operations Director**

**Effective: April 15, 2024**

Texas CASA (Court Appointed Special Advocates) is part of a national volunteer movement that began in 1977 in Seattle when a juvenile court judge conceived the idea of citizen volunteers speaking up for the best interests of children who are in foster care due to allegations of abuse or neglect. Today, the CASA movement has evolved into one of the largest volunteer organizations in the country. CASA volunteers are appointed by judges to watch over and advocate for these children in court, school and other settings; with the goal of reuniting children with their families whenever safe and possible. Volunteers stay with each case until it is closed with the goal of ensuring these children are kept safe and have the opportunity to thrive and grow.

In Texas, there are 74 local CASA volunteer advocacy programs with more than 9,000 volunteers serving nearly 24,000 children in 219 counties across the state. Texas CASA is the statewide organization that provides funding, resources, training and support to these local programs to ensure they can operate effectively and seek out the best possible volunteers who will advocate passionately for the children they serve.

Texas CASA is an inclusive, welcoming and affirming organization that values, celebrates and actively seeks out diverse candidates. We are an equal opportunity employer and do not discriminate against any individual, employee or applicant on the basis of race, national origin, color, creed, sex, age, pregnancy, sexual orientation, gender identity, gender expression, disability, or veteran or citizenship status. People of all identities are encouraged to apply.

**POSITION SUMMARY:**

The Program Specialist provides monitoring of the local CASA programs in Texas for program compliance with Standards, and state law as well as analyzes program performance to ensure quality operations through reviews utilizing the QA protocol and ongoing support. This includes administrative management; pre-review preparation; onsite interviews with leadership, key staff, and board members; file audits; review of risk management and financial sustainability; and assessing compliance with Standards and applicable laws

and funder agreements in policy and practice. This culminates in a written organizational assessment and plan addressing findings and corrective action needed and making recommendations to strengthen program practices. Provides ongoing onsite and remote instruction, technical support, and training to programs related to effectiveness in advocacy, governance, and nonprofit operations. Serves as a consultative resource to program personnel. Creates, revises, and promotes resources designed to enhance program capacity and quality. In addition, the Program Specialist will lead in the development and implementation of innovative practices, evaluation of the Quality Assurance process over time, and advances in network practices.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Implement the quality assurance process for program adherence to CASA Standards of operation, applicable state and federal laws, funder requirements, and volunteer advocacy, to include:
   1. Schedule onsite reviews and facilitate pre-review preparation conference calls.
   2. Thoroughly review all program policies, procedures, plans and practices (Indicators of

Compliance.)

* 1. Conduct interviews and reviews.
  2. Prepare narrative quality assurance reports using qualitative and quantitative information based on an organizational assessment, review of critical Standards and practices conducted through the onsite visit, and review of program documents. These reports identify and recommend opportunities for strategic analysis and process improvement and are submitted to the Program Operations Director and Grants Management Director for review.
  3. Ensure completion of the Program Response Plan within established timeframes.
  4. Ongoing work with the local programs regarding compliance requirements and improving program services and operations.
  5. Serve as a key resource and provide ongoing technical assistance and resources to aid programs in achieving compliance with standards as well as the development of effective practices in advocacy and program operations.

1. Provide training to small groups of staff, board members and/or volunteers in advocacy, volunteer management, operational and governance best practices.
2. Ensure quality assurance records, files, data and other documentation are organized, managed and reported efficiently.
3. Ensure adherence to all funder requirements of Texas CASA, as they relate to local programs and the QA process.
4. Provide and document technical guidance and assistance to all network CASA programs, as needed.
5. Collaborate with all Texas CASA departments and research, create or revise relevant resources in key areas of nonprofit operations.
6. Lead in the development and delivery of Quality Assurance annual training.
7. Regularly evaluate and improve the quality assurance and program assistance processes.

1. Research organizational assessment practices nationwide within the nonprofit industry to advance CASA practices and assessment.
2. Provide and ensure high customer relations in dealing with co-workers, the Texas CASA network and supporting organizations.

**QUALIFICATIONS:**

* At least three years of experience as the Executive Director of a local CASA program.
* At least ten years of experience and advanced knowledge and expertise in nonprofit management, specifically in: administration, governance, financial, and volunteer management as well as CASA advocacy.
* Must pass a background check.

**Preferred:**

* Bachelor’s Degree or its equivalent in social work, non-profit management, or related field. Master’s Degree preferred.

**KNOWLEDGE, SKILLS & ABILITIES:**

* Skill in interpersonal relationships, including the ability to motivate people, negotiate among multiple parties, resolve conflicts, and establish and maintain effective working relationships with various levels of stakeholders.
* Strong problem-solving and trouble-shooting skills.
* Ability to communicate effectively both orally and in writing, including public speaking and presentations.
* Ability to manage multiple projects simultaneously, work independently, meet deadlines, organize and prioritize responsibilities, and identify and resolve conflicts in a timely and appropriate manner.
* Ability to manage and maintain confidential information.
* Must possess a focused and disciplined work ethic, be detail oriented and be comfortable working in a team-oriented environment.
* Commitment to diversity, equity and inclusion; as well as willingness and openness to learning, growing and having discussions around this arena.

**PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:**

* 85% of work will primarily be performed in a home office environment requiring ongoing computer use.
* Travel is required up to 15% of the time throughout the state of Texas. During this time, the employee may be occasionally exposed to a variety of working and environmental conditions.

* Must be able to remain stationary or move about for long periods of time as well as position oneself to move objects, up to 50 pounds, from place to place.

**FLSA STATUS:** Exempt

**COMPENSATION: $70,000 to $73,500** depending on experience.

**BENEFITS:**

Hybrid (partially remote and in-person) working environment. In addition, new staff will be eligible to participate in Texas CASA standard employee benefit programs on the first of the month after 30 days following the date of hire. Benefits include:

* Medical, Dental, Vision
* Group Life and Accidental Death and Dismemberment Insurance
* Short- and Long-Term Disability
* Vacation, Personal Days, Paid Sick Time
* 403(b) Retirement Plan with 5% Employer Contributions

**HOW TO APPLY:**

By May 15, 2024, please upload a PDF cover letter, resume, and three references to <https://apply.workable.com/texas-casa/j/954714A670/> . Please submit requested documents in PDF format only. We do not accept phone inquiries regarding the position.

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