



Program Manager

We are looking for a Program Manager who can lead a team of Child Advocacy Specialists (CASs) and oversee all of their work directly serving CASA's mission, ensuring that highly qualified staff are providing effective support to volunteers offering quality advocacy in the best interest of children to whom CASA is appointed by the courts.

CASA of Travis County believes every child who's experienced abuse or neglect deserves to have a dedicated advocate speaking up for their best interest in court, at school, and in our community. To accomplish this, the team at CASA educates and empowers community volunteers who ensure each child's needs remain a priority in an overburdened child welfare system. Through, honorable and respectful involvement with families, courts and all parties, CASA makes independent and educated recommendations that prioritize children's safety and, wherever possible, preserve connections to their families.

As a Program Manager, you will provide motivation, empowerment, guidance and supervision to the CASs while ensuring accountability for meeting CASA of Travis County's values, policies and standards for volunteer and case management. The Program Manager will fulfill the performance standards of Texas and National CASA, complying with the statutory obligations of guardian ad litem and meeting or exceeding the expectations of the Travis County courts. The Program Manager must have a proven record of exercising good judgement in their interaction with children and families, as well as knowledge of child welfare policy and legal procedure.

At the end of your first year, success would mean leading a team of Child Advocacy Specialists and supporting their professional development, volunteer management, and advocacy skills to further CASA's mission and vision, while demonstrating a clear understanding of CASA's role within the child welfare system.

The Program Manager is a critical role to move CASA of Travis County towards meeting our vision of providing quality advocacy, a safe home and promising future for every child in Travis County.

Use the following link to apply:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=114115&clientkey=6134204B6AAD5458C5AEA1BC7AA3A526>

Responsibilities

1. Leadership and Staff Management

Program Manager supervises a team of CASs ensuring that Texas and National CASA policies and standards are met. Program Manager assists the Director of Advocacy in carrying out the mission and vision of CASA through effective advocacy for the best interest of children.

2. Case Management and Evaluation

Program Manager will coordinate assignment of all new cases to CASs once the Centralized Case Management process is complete.

3. Community Awareness & Partnerships

Program Manager builds effective relationships internally and externally and will serve as an official representative of CASA in a wide variety of settings.

4. Other duties as required.

Seniority Level
Manager

Employment Type
Full-Time

Reports To
Director of Advocacy

Starting Salary
\$60,000

Qualifications

- Experience in personnel management.
- A Bachelor's degree is required however, in lieu of a degree, significant professional relevant experience may be considered.
- Demonstrated initiative to identify and solve problems creatively and effectively, prioritizing the needs of the child, volunteer and/or organization.
- Demonstrated passion for CASA's mission.
- Demonstrated ability to contribute to a climate where people are motivated to do their best and manage conflict effectively.
- Demonstrated ability to hold self and volunteers accountable to performance standards.
- Demonstrated understanding of child and family advocacy issues that exist in the Texas child welfare system.
- Demonstrated ability to work under time constraints, be goal-oriented and maintain productive and effective relationships with staff, volunteers and community supporters.
- Demonstrated excellence in communication, both written and oral.
- Demonstrated integrity, honesty and ethical conduct.

Preferred Qualifications

- Experience managing paid staff.
- Experience in child welfare.
- Spanish/English fluency.

Physical Requirements and Work Environment

The Program Manager will spend the majority of the time in the office and that could involve intermittent physical activities including bending, reaching, sitting and walking during working hours and must be able to lift at least 20 pounds. Additionally it is anticipated that the person will spend several hours of each day seated at a computer.