

CASA Program Manager Job Description

GENERAL DESCRIPTION:

The CASA Program Manager ("PM") provides professional staff support to CASA volunteers, ensuring that children involved with the CASA program receive quality advocacy and permanency planning. The PM position is responsible for volunteer supervision and coordination of cases. The PM also is responsible for coordinating in-service and new volunteer trainings for CASA volunteers, as well as recruiting of new volunteers through community outreach, presentations and social media.

QUALIFICATIONS:

- Bachelor's (or higher) degree or equivalent combination of education and experience. Experience in social work, program planning, management, or human services or related field is preferred.
- Experience supervising and/or working as a volunteer is preferred.
- Excellent written and verbal communication skills, including basic computer skills with word processing, spreadsheet, calendar and database programs.
- Ability to read, understand, interpret and apply relevant county and Federal statutes, rules, administrative orders, case law and other relevant materials.
- The ability to communicate with, supervise and empower volunteers to be effective in their roles.
- The ability to work cooperatively and collaboratively with persons from diverse backgrounds and communication styles.
- Good organizational skills and ability to work independently and as part of a team.
- Commitment to CASA's goals and mission.
- Must complete CASA training (may commence upon employment).
- Demonstrate respect for all people, regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender. Bi-lingual/bi-cultural preferred.
- Ability to maintain confidentiality and appropriate professional boundaries.
- Must be able to pass criminal and Department of Human Services background checks.

ACCOUNTABILITY:

The PM is hired by the Executive Director of the program. The PM reports directly to the Executive Director who is responsible for his/her performance evaluations.

RESPONSIBILITIES:

Training:

- Responsible for the recruiting, screening, and interviewing of new volunteers.
- Plan, organize and carry out the biannual (at a minimum) training for new volunteers (includes evening hours).
- Plan, organize and attend volunteer in-service trainings.
- Compile, update and maintain the list of training opportunities available to CASA

Volunteers.

- Collect, compile and report statistical information on volunteer activity and training as needed for grantee reports and program evaluation.

Supervision and Support:

- Review new cases and assign appropriate volunteers in consultation with CASA staff.
- Help develop initial and on-going strategies for advocacy.
- Review, approve and distribute volunteer court reports.
- Attend court hearings; track court dates and report due dates in order to provide timely reminders to volunteers.
- Participate in DHS staffing, treatment provider meetings and home visits as needed.
- Aid, consultation and support for volunteers as needed and when requested.
- Be familiar with issues involved in all cases assigned to volunteers under supervision.
- Maintain communication with volunteers through periodic e-newsletters.
- Participate in volunteer evaluations as assigned by the Executive Director.
- Provide appropriate training and supervision according to volunteer needs.
- Assist in volunteer recognition efforts.
- Attend staff meetings and assist in the evaluation of the program.

Community Outreach:

- Facilitate inter-agency cooperation by helping volunteers locate services.
- Maintain working relations with all community participants, judges, attorneys, DHS, foster parents, etc.)
- Identify and seek opportunities to participate in or present to community and professional organizations as may be helpful to CASA or the children served by CASA.
- Represent CASA at events such as markets and fairs
- Maintain the organization's website and other social media content, rotating content as necessary
- Participate in fundraising, marketing and community awareness activities as requested by the Executive Director

Other:

- Provide office coverage as assigned by the Executive Director.
- Complete applicable work time sheets on a timely basis.
- Monitor cases not assigned to CASA volunteers as directed by the Executive Director
- Maintain documentation of contacts with CASA volunteers; assist in gathering statistical information on cases and children served as needed for grantee reports and program evaluation.
- Attend conferences/seminars/meetings as requested by the Executive Director.
- Participate in performance evaluations of this position as directed by the Executive Director; work with other staff to develop annual goals for the program, including volunteer recruitment and retention plan.
- Other duties as may be assigned by the Executive Director.

COMPENSATION:

This may be a full time or part time position, depending on the organization's needs. There may be more than one Program Manager on staff at any particular time, and the various components of the position may be shared or divided among the program managers if more than one. Some flexibility is expected. Starting hourly wage is between \$15.00 and \$17.00

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