



STRENGTHENING THE VOICES OF CASA STATEWIDE™

PROGRAM OPERATIONS SPECIALIST

LINE OF AUTHORITY: Program Operations Executive Director

POSITIONS SUPERVISED: None

PURPOSE OF JOB: To provide technical assistance and support to CASA programs through the Quality Assurance monitoring process, including internal assessments and follow up assistance related to effectiveness in advocacy for children and non-profit governance and administration. The Program Operations Specialist supports the Program Operations team in administering, tracking, and reporting program operations data. Researches, develops, and distributes relevant resources to CASA programs and information through various Texas CASA media.

ESSENTIAL FUNCTIONS:

1. Utilizing standards and QA protocol and procedures, provide a comprehensive internal review and assessment of all program policies, procedures and plans for each QA review on 71 programs within each QA cycle.
2. Maintain internal and external tracking and administration of QA processes, including electronic records, files, data, scheduling, and program communication.
3. Provide review and assessment of Program Response Plans that demonstrate compliance with program requirements.
4. Provide individual program assistance and resources as included in the QA Report.
5. Provide general assistance and support to programs through phone and email communication, including listserv administration.
6. Create and distribute resources through regular website updates, newsletter articles and other publication channels.
7. Track and compile data related to QA and program operations.
8. Participate in the delivery of annual preparatory training for QA.
9. Develop and provide resources and assistance to local programs related to diversity and cultural competency as requested.
10. Provide and ensure high customer relations in dealing with co-workers, the Texas CASA network and supporting organizations.
11. Provide administrative support to the Program Operations Executive Director as needed.

ADDITIONAL FUNCTIONS:

1. Assist with the Texas CASA Conference as needed.
2. Perform all other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Proficiency in Microsoft Office, Excel, Outlook, Access, PowerPoint, and data management
- Ability to communicate effectively both orally and in writing
- Excellent organizational skills with an ability to manage multiple projects simultaneously
- Effective at training and/or facilitation skills using adult learning principles
- Basic knowledge of child advocacy and non-profit organizations
- Understanding of National and Texas CASA program standards
- Effective at research related to needed assistance, resources and training

MINIMUM QUALIFICATIONS:

- Four-year degree in social work, nonprofit management, or related field.
- Experience working in non-profit organizations.
- Must pass a background check.

WORKING CONDITIONS:

- 70% of work will primarily be performed in an office environment requiring ongoing computer use.
- Travel is required up to 30% 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.
- This position requires frequent communication in a multitude of settings. Must be able to exchange accurate information in these situations.

FLSA STATUS: Non-Exempt

TRAVEL: Statewide 30%

To apply, send cover letter and resume to Deedra Baker at dbaker@texascasa.org.