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STRENGTHENING THE VOICES OF CASA STATEWIDE

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## TEXAS CASA SEEKS PROGRAM SPECIALIST

Location: Austin, Texas

Reports to: Program Services Director

Effective: 06/03/2020

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 and families involved in the child welfare system. 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 to make sure they don't get lost in the overburdened child welfare system. 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 72 local CASA volunteer advocacy programs with nearly 11,000 volunteers serving more than 30,000 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:

To provide monitoring of the 72 programs in Texas for program compliance with CASA Standards and analyze program performance to ensure quality operations through reviews utilizing the Quality Assurance protocol and ongoing support. This includes: administrative management; pre-review preparation; interviews with leadership, key staff and board members; file audits; review of risk management and financial sustainability; and assessing compliance with CASA Standards and applicable laws and funder agreements in policy and practice. This culminates in a written organizational assessment addressing findings, corrective action needed, and making recommendations to strengthen program practices. Provide ongoing instruction, technical support and training to programs related to effectiveness in advocacy, volunteer management, governance,



administration, finance and risk management. Serves as a consultative resource to program personnel. Create, revise and promote resources designed to enhance program capacity and quality. In addition, the Program Specialist will lead in the development and implementation of innovative practices, evaluation to 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:
  - a. Schedule reviews and facilitate pre-review preparation conference calls.
  - b. Thoroughly review all program policies, procedures, plans and practices (Indicators of Compliance.)
  - c. Conduct interviews and reviews.
  - d. 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 Services Director and Chief Grants Management Officer for review.
  - e. Ensure completion of the Program Response Plan within established timeframes.
  - f. Ongoing work with the local programs regarding compliance requirements and improving program services and operations.
  - g. Serve as key resource and provide ongoing technical assistance and resources to aid programs in achieving compliance with standards and development of effective practices in advocacy and program operations.
2. Provide training to small groups of staff, board members and/or volunteers in advocacy, volunteer management, operational and governance best practices.
3. Ensure quality assurance records, files, data and other documentation are organized, managed and reported efficiently in Salesforce and Dropbox.
4. Provide technical guidance and assistance to all 72 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 trainings.
7. Regularly evaluate and improve the Quality Assurance and program assistance processes.
8. Research organizational assessment practices nationwide within the nonprofit industry to advance CASA practices and assessment.
9. Provide and ensure high customer relations in dealing with coworkers, the Texas CASA network and supporting organizations.
10. Special projects, committees, and/or task force as assigned.

### **NONESSENTIAL FUNCTIONS:**

1. Assist with the Texas CASA Conference as assigned.



## QUALIFICATIONS:

### Required:

- Experience as an Executive Director/Program Director of a CASA program with 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.

## KNOWLEDGE, SKILLS & ABILITIES:

- Advanced knowledge, understanding and management experience in nonprofit administration, governance, financial management, volunteer management and advocacy.
- Knowledgeable about the child welfare system and CASA's roles and responsibilities within this system.
- Understanding of National CASA and Texas CASA program standards.
- Excellent verbal and written communication skills, including:
  - ability to communicate potentially objectionable or sensitive information in a professional and straightforward manner
  - proficient and prolific writing skills, with the ability to professionally narrate review results and program assessment commentary
- Effective training presentation and facilitation skills using adult learning principles.
- Strong attention to detail and excellent organization skills.
- Ability to work on multiple projects with varying deadlines.
- Self-directed, ability to approach problems critically and analytically, and discerning judgment.
- Effective at research related to needed assistance, resources and training.
- Ability to receive and incorporate feedback into all aspects of individual work.
- Proficient in Microsoft Office Word, Excel, and Outlook.

## PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- 85% of work will primarily be performed in an office environment requiring ongoing computer use.
- Travel may be required up to 40% 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



### HOW TO APPLY:

By **July 5, 2020**, please email a cover letter and resume to **Accounting & HR Administrator Amy Lee Garcia** at [agarcia@texascasa.org](mailto:agarcia@texascasa.org). The subject line of the email should be "Texas CASA Program Specialist Application." Please include how and where you found this position listing.

Please email requested documents with attachments in PDF format only. We do not accept phone inquiries regarding the position.

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