

CASA of North Texas Program Director Job Description

Classification: Exempt – Full Time or Part Time Position
Reports to: Executive Director

Qualifications:

- Bachelor’s Degree from an accredited college or university (preferably in human services or related field) or a minimum of five years commensurate experience
- Experience in Supervision
- Flexible Schedule
- Computer literate in Microsoft Word and database management programs
- Professional oral and written communication skills
- Ability to interact with diverse populations
- Ability to maintain confidentiality and be discreet

Summary of Responsibility: This position is responsible for the supervision of all agency program staff and volunteers; the overall management of agency case load; the supervision of casework staff; and the expansion/enhancement of services provided by the agency.

Key Area of Responsibility: Program and Staff Development

- Supervises and evaluate program staff.
- Ensures that program staff is aware of and in compliance with agency policies and procedures.
- Ensures that program staff are aware of and are in compliance with National CASA and Texas CASA Standards.
- Ensures that CASA of North Texas adheres to any requirement set forth through contractual agreements with granting agencies, such as Texas CASA, VOCA, National CASA and others as advised by Executive Director.
- Coordinates staff development and in-service opportunities.
- Reviews annually the performance of paid program staff.
- Develops opportunities, in conjunction with the Executive Director, to enhance or expand the services that the agency provides.

Key Area of Responsibility: Case Management

- Provide guidance and direction to casework staff and volunteers.
- Oversee supervision of CASA Volunteer Advocates
- Ensures appropriate communication between CASA and child welfare agencies and the legal community.
- Provide information regarding community resources
- Report Volunteer Advocates’ concerns to the Executive Director
- Report concerns regarding Volunteer Advocates to the Executive Director
- Develops and maintains agency standards, and casework policies and procedures in conjunction with the Executive Director.
- Ensures the effective and efficient management of the agency’s caseload
- Manages as assigned caseload of child advocates complying with all casework policies and procedures. (Program Director shall carry a significantly reduced caseload of volunteers/cases personally supervised due to other responsibilities assigned.)
- Coordinates and chairs case status conferences.

Key Area of Responsibility: Program Management

- Compile statistical reports and narratives as needed for grant reporting, grant requests, agency publications and other similar needs.
- Contact volunteers monthly for the collection and monitoring of volunteer hours for reporting purposes when requested.
- Responsible for ensuring that case, child and volunteer data is kept up-to-date in OPTIMA or any subsequent data management program utilized by CASA of North Texas to assure accurate collection of statistics.

Key Area of Responsibility: Volunteer Management and Retention

- Ensures adequate supervision of all volunteers.
- Ensures screening procedures are completed on each new volunteer and re-screenings are completed on each active volunteer in accordance with agency policy and in keeping with Texas CASA Standards.
- In coordination with other CASA staff, conduct post-training interviews with all Court Advocate volunteer applicants after initial training and prior to assigning new volunteers to case responsibilities.
- Plans and coordinates, with other CASA staff, ongoing volunteer appreciation agenda and efforts.

Key Area of Responsibility: Community Liaison

- Serves as agency representative on/at community committee, meetings and special events that are related to casework, volunteer/staff management, and as directed by Executive Director.
- Develops and maintains relationships with other service providers.

Key Area of Responsibility: Recruitment of volunteers:

- Assisting in the development of Annual Recruitment Plan
- Assisting, as requested, in the recruitment of Volunteers
- Responsible for the screening and interviewing of prospective volunteers.
- Maintain and coordinate volunteer files including background checks, training and other documentation.
- Maintain and coordinate staff background checks per standards and policy.

Key Area of Responsibility: Assures Excellent Training and preparation of Volunteers by:

- Responsible for the development of annual plans for volunteer and staff education.
- Coordinate and implement New Volunteer Advocate trainings
- Coordinate and implement In-Service Training to meet the on-going needs of volunteers

Other Duties:

- Any other tasks or duties assigned by Executive Director

Classification: Salaried, Exempt