

## **CASA PROGRAM MANAGER**

### **Job Description:**

Under the general supervision of the Executive Director, oversees, manages and performs a variety of tasks associated with the day-to-day operations of the Court Appointed Special Advocate (CASA) Program. This individual is responsible for ensuring compliance with local, state, and National CASA requirements. This individual supervises the CASA Program Clerk and CASA Volunteers.

**Reports to:** Executive Director

**Job Classification:** Non-Exempt, Supervisory

### **Essential Functions:**

- Actively engages in all aspects of volunteer recruitment, screening, training, retention and recognition/appreciation.
- Schedules and facilitates CASA training.
- Schedules the swearing-in of CASA volunteers.
- Performs supervisory duties including hiring, training, monitoring and scheduling staff, conducting performance evaluations, and participating in employee discipline.
- Conducts administrative and statistical analysis and studies to evaluate effectiveness, define problem areas, set standards and develop recommendations for solutions.
- Develops orientation training and in-service training modules and the continual monitoring of training improvements.
- Designs and composes communications and/or outreach materials.
- Develops long-term and short-term goals and objectives.
- Develops fundraising strategies and techniques.
- Represents the CASA Program by participating in community outreach events and promoting program awareness through a variety of methods including presentations.
- Monitors changes or revisions to laws to maintain and implement accurate training materials and information.
- Develops LFS CASA Program administrative policies and procedures and assures program compliance with Lassen County Juvenile Court, the Judicial Council, Administrative Office of the Court, and National CASA Standards.
- Prepares and completes grant reports timely.
- Compiles and maintains statistical information as required by local, state and National CASA
- Delivers exemplary customer services to all parties related to or inquiring about the CASA Program.
- Contributes to the completion of the LFS Newsletter, including suggested or composing articles and providing volunteer recognition entries.

- Identifies, builds collaborations and refers CASAs to appropriate community resource agencies.
- Develops and implements a public marketing strategy every two years.
- Develops, revises and updates documents and forms as needed/or requested by the Executive Director.
- Ensures accurate and current information is entered into CASA Tracker.
- Provides monthly reports regarding program activity, statistics, and information to the Executive Director and Lassen Superior Court, Juvenile Court Judge.
- Serves as the primary contact for the Lassen Superior Court, Juvenile Court Judge for the CASA Program.
- Participates in case management meetings with program staff and keeps apprised of pertinent case information.
- Accompanies CASA volunteers to court hearings, as needed.
- Reviews and responds appropriately to social service reports, court documents and correspondence.
- Assists CASA Program Clerk with volunteer guidance, support, and supervision.
- Monitors unassigned cases.
- Develops a strategic plan every two years for approval by the Executive Director, Board of Supervisors and Advisory Board.
- Attends and/or assigns CASA staff or volunteers to attend LFS Board Meetings.
- Attends CASA Advisory Board Meetings.
- Attends monthly CASA Program Meetings with the Executive Director.
- Attends training and staff meetings.
- Performs other duties as assigned.

**Skills and Abilities:**

- Ability to prepare and maintain accurate written records and reports.
- Strong organization skills.
- Ability to type 45 wpm
- Ability to work within the confines of confidentiality and ensure professional boundaries are maintained.
- Ability to manage time and establish priorities within a fast-paced environment to meet deadlines.
- Ability to pay attention to detail.
- Ability to maintain accurate written records.
- Ability to identify problem areas within the scope of the position, find solutions and follow-up to ensure completion.
- Ability to establish positive, effective and cooperative working relationships and use good judgment, initiative and resourcefulness when dealing with other employees, organizations and the public.
- Ability to effectively communicate, understand instructions and follow directions.
- Ability to work independently and manage time effectively.
- Ability to be flexible, cooperative and dependable.

- Ability to work as a team member.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to deliver presentations to various sized and structured groups.
- Ability to demonstrate sensitivity to issues surrounding abuse.
- Ability to communicate with persons from a variety of socio-economic, cultural and ethnic backgrounds.
- Ability to work in accordance with and promote Lassen Family Services' policies, procedures and mission.
- Ability to relate in a positive manner with a variety of individuals to ensure that Lassen Families Services, Inc.'s policies and procedures are understood and implemented.

**Knowledge of:**

- Community organizations that provide social services and support.
- Cultural competency and application.
- Leadership, teamwork and application.
- Grant compliance procedures and reports.
- CASA Tracker
- Trauma Informed Care.
- Training methods and applications.
- Office equipment including faxes, copiers, computers, printers, cell phones, etc.
- Windows based office technologies including Word, Excel, PowerPoint and Adobe.

**Training/Experience/Education:**

Any combination of training, experience and education which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be completion of National CASA or California CASA training and at least two years of experience in the CASA Program. Preferred possession of an Associates' Degree in human services, social work or similar field.

**Typical Physical Requirements:** *(Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):*

Sits for extended periods; frequently stands, walks, stoops, kneels and crouches to pick-up and or move objects, may occasionally lift and/or move objects weighting up to 25 pounds; normal manual dexterity and eye-hand coordination; and corrected hearing and vision to normal range.

**Typical Working Conditions:**

Work is performed in a variety of environments including the Lassen Family Services business office and other community organizations; requires frequent driving to different locations and sites throughout the service area; frequent contact and communication with other staff, the public, and representatives of other agencies; work hours may be variable and outside the normal 8 am to 5pm workday to meet the requirements of the position.

**Special Requirements:**

- Possession of a valid California Driver's License and insurance with acceptable DMV Record
- Acceptable State and FBI criminal background check
- Possession of or ability to obtain, CPR certification
- Successful completion of National CASA or California CASA Training