

## Child Advocates of El Dorado County Program Director

### **General Description:**

The Program Director is a key position, responsible for providing oversight of all aspects of cases and volunteers within the CASA Program. The Program Director exemplifies team leadership, creating and maintaining positive working relationships; is knowledgeable of the CASA Program and the child welfare system; and provides effective coaching to assigned staff members and volunteers. The Program Director works closely with the Executive Director and leadership in the CASA organization.

### **Qualifications:** Education, Skills, and Experience

- Master in Social Work prefer or Bachelor's degree in nonprofit management, public administration; psychology, or related area
- Two years related experience in management of volunteer, non-profit or public service agency, or an organization/division involved in human social services.
- Knowledge and understanding of family dynamics and issues related to child abuse and neglect
- The ability to communicate with and support staff and volunteers to be effective advocates
- The ability to work cooperatively with different types of personalities
- Commitment to CASA's mission and vision
- Ability to use word process software, Excel, and database programs
- Willingness to comply with background screening and fingerprint analysis; achieving satisfactory results through the criminal justice system

### **Responsibilities:**

*NOTE: Employees may perform other related duties at an equivalent level and/or not necessarily all the duties listed.*

- Provide the orientation, training, and supervision for all program staff
- Oversee general case management ensuring confidentiality, adequate supervision, the safety of, and best outcomes for, each child
- Monitor volunteer quality, retention, recognition and support of volunteer advocates
- Ensure that the program functions within the National CASA standards for state and local programs and California CASA standards
- Provide ongoing supervision to Supervisors. Supervision includes the following:
  - Provide case consultation for difficult cases or case mediation between Supervisor and Advocate; attend meetings for Supervisors when they are unavailable
  - Planning/facilitating regular staff meetings in conjunction with the Executive Director
  - Conducting regular individual supervision meetings to discuss and problem-solve case and volunteer issues

- Conducting mid-year and annual reviews of staff
- Reviewing court reports prior to submission to the Court and involved parties'
- Providing onboarding training to new Supervisors and ongoing training to staff
- Work with staff in developing and providing ongoing training to Volunteers
- Approving time sheets/leave requests/etc.
- Provide ongoing supervision to 5-15 assigned CASA volunteers. Supervision includes the following:
  - Meeting with new volunteers and jointly visiting Social Services to meet with the worker and review client record;
  - Working with volunteers to prepare case plans for their assigned children;
  - Meeting monthly face-to-face with volunteers for the first three months of their assignments, and then quarterly thereafter;
  - Maintaining monthly telephone and email contact with volunteers and obtaining monthly log and notes from volunteers;
  - Attending all court hearings with volunteers and meetings for or with volunteers as needed;
  - Assisting volunteers to prepare court reports for all scheduled hearings and distributing completed reports to all parties at least ten working days before the scheduled hearing
  - Completing closing summaries and obtaining all confidential notes and records from volunteers upon case closure
  - Conducting a formal evaluation of volunteer performance after six months of service and annually thereafter
  - Providing ongoing assistance and consultation to volunteers as needed
  - Maintaining case file for each assigned child
  - Maintaining volunteer file for each assigned volunteer
  - Maintaining database for all assigned volunteers and children
- Coordinate Volunteer-related duties, including:
  - Participating in volunteer recruitment meetings, events, and research
  - Overseeing volunteer training process
    - Assisting with coordination of in-service trainings
  - Assisting Supervisors in the recruiting, screening, interviewing, training, and evaluation of new volunteers
  - Scheduling and attending Swearing-In ceremonies for new volunteers
  - Reviewing newly referred cases with Supervisors for assignment to volunteers
  - Planning and attending volunteer appreciation efforts, including spring Volunteer Appreciation; thank-you letters following closed cases; and identifying ongoing additional efforts
- Complete administrative & other duties, including:
  - Completing grant sections related to program statistics and narratives
  - Maintaining the database to ensure it is updated to reflect current data
  - Attending agency meetings

- Attending board meetings to provide program updates and to act as liaison between the board and staff members as requested
- Maintain contact and relationships with community professionals (eg. California CASA, Department of Social Services, Court, others)
- Work with the Executive Director to ensure that all program tasks function within the established budget

**Essentials Functions of the Job:**

- Able to sit, stand, and walk
- Able to sit for long periods of time
- Able to lift and carry up to 30 pounds
- Ability to operate on a computer (including input devices) for up to 8 hours per day
- Mandatory background screen and fingerprint identification; analysis with favorable results