

## **CASA of McLennan County**

### **Job Description**

**Job Title:** Program Director

**Reports To:** Executive Director

**FLSA Status:** Exempt

**Compensation:**

\$39,000 - \$43,000

100% employee health insurance paid by CASA

Paid PTO, Sick Time & Holidays

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**General Summary:**

The Program Director leads a team of Advocate Supervisors and oversees their case management, to ensure that highly qualified staff provide effective support to volunteers, resulting in quality advocacy in the best interest of children to whom CASA is appointed by the court. The Program Director provides motivation, guidance and supervision to Advocate Supervisors while ensuring compliance with Texas CASA Standards and CASA of McLennan County policy.

The Program Director collaborates closely with the Director of Advocacy in supervision and support of Advocate Supervisors, but the Program Director and Director of Advocacy are each ultimately responsible for a specific area. Advocate Supervisors report directly to the Program Director on matters related to casework, case content, case management tasks, and advocacy compliance. Advocate Supervisors report directly to the Director of Advocacy on matters related to advocate performance, as well as the quality of support and supervision they provide to advocates.

**Essential Responsibilities and Duties**

**Oversight of Advocacy Casework**

- Provide coaching, motivation, and supervision of Advocate Supervisors to ensure compliance with case management and data expectations
- Oversee general case management to ensure confidentiality, adequate supervision, the safety of, and best outcomes for each child
- Ensure that all case management activities meet or exceed Texas CASA standards and fulfill CASA's obligations as Guardian Ad Litem under Texas law as well as the expectations of the Child Protection Court judge
- Schedule and hold case staffing and supervision meetings with each Advocate Supervisor, at least monthly
- Provide case consultation for difficult cases or case mediation between Advocate Supervisors and Advocates, in the event of differing recommendations
- Ensure coverage, either via self or other Supervisors, of hearings, meetings or case related tasks if Advocate Supervisor is absent for PTO, illness or other leave
- Provide timely information to Director of Advocacy regarding any casework or caseload situations that would affect case assignment (assignments made by Director of Advocacy)
- Review and sign court reports, ensuring the timeliness and consistent quality of all CASA court reports

- Assist in problem solving with external stakeholders or partner professionals on case-specific and/or systemic challenges that arise
- Expand diversity and cultural competency to ensure inclusivity and responsiveness to client needs

### **Data Management & Reporting**

- Ensure accuracy of data within Optima database, via CASA of McLennan County data management procedures, including Advocacy File Assessments and case file audits
- Use professional knowledge and judgement to determine any need for data monitoring or oversight over and above set timelines or procedures
- Prepare program reports and monitor metrics, as requested by Executive Director
- Coordinate with Management Team regarding preparation, implementation, and analysis of surveys or documentation related to Advocate Supervisor performance, program evaluation and outcome measurement, including annual program survey
- Collect and monitor program effectiveness measures

### **Advocate Supervision**

- The Program Director *may, but is not required to*, maintain a significantly reduced caseload and provide direct supervision to volunteer advocates, including all duties presented in CASA of McLennan County's Advocate Supervisor job description

### **General**

- Represent CASA as a professional and positive liaison in court, to the public, the district attorney's office, other professional partners, professional collaborations, or relevant organizations
- Maintain accurate and complete volunteer, staff, and/or case records
- Utilize data input, management, and reporting per program standards
- Assist with volunteer recruitment, retention, or fundraising events as needed
- Participate in regular and periodic supervision with the Executive Director
- Maintain effective relationships and regularly communicate with relevant stakeholders and professional partners
- Work collaboratively as part of the Management Team, actively assisting in ongoing program development and evaluation
- Collaborate with Executive Director and Director of Advocacy as a hiring committee to interview and hire new Advocate Supervisors
- Effectively utilize support from Program Assistant
- Attend and participate in continuing education opportunities, at least 12 hours per fiscal year
- Other duties as assigned

### **Qualifications**

- Bachelor's Degree
- Or, at least 5 years of experience with a CASA program or in a similar position with Child Protective Services or child/family welfare agency (If a college degree has not been completed, a writing sample may be requested)

- Experience in providing staff or volunteer supervision and ability to manage people
- Ability to succeed in a high-demand role with a variety of areas of responsibility
- Ability to create a climate where people are motivated to do their best and to manage conflict effectively
- Ability to hold self and others accountable to compliance and performance standards
- Ability to work under time constraints, be goal-orientated and maintain productive and effective relationships with staff, volunteers, professional partners and community supporters
- Initiative to identify and solve problems creatively and effectively, prioritizing the needs of the organization
- Excellence in communication, both written and oral
- Commitment to values of diversity & inclusion
- Demonstrated integrity, honesty and ethical conduct
- Proficient computer skills, including Microsoft Suite, Google Suite and volunteer/case database
- Must pass program required background checks

### **Physical Requirements and Work Environment**

The Program Director will be expected to have daily transportation to attend court, meetings, training, advocate events, fundraising events, etc. The individual will spend some time in the office that could involve intermittent physical activities including bending, reaching, and walking during working hours. The individual may spend several hours of each day seated. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job. CASA of McLennan County's office is a fully ADA compliant facility.