



CASA of Travis County Job Description

Job Title: Program Manager

Date: January, 2021

Reports To: Senior Director of Advocacy

FLSA Status: Full Time, Exempt. Salary \$55,000.

About CASA

Mission: CASA of Travis County exists to promote and protect the best interest of children who have been abused or neglected, by training volunteers to advocate for them in courts, in schools and in our community to help them find safe, permanent and loving homes.

Vision: For every child who needs us, CASA of Travis County envisions a trained volunteer advocate, a safe home and a promising future.

We operate with...

Integrity: we are committed to the best interest of the people we serve and of the organization we represent. We approach people and challenges with honesty, trustworthiness and openness. **Excellence:** We strive for continuous improvement, to be the best we can be, individually and collectively. We are accountable. **Action:** We get things done. We are determined, creative, strategic and goal-oriented. We persevere. **Empowerment:** We build resilience in each other to succeed in this rigorous work. We are empowered when we demonstrate the courage of our convictions. We empower others when we listen and respect their thoughts, opinions and feelings. **Inclusion:** We are stronger as a group when diversity and uniqueness are valued. We strive for equity. **Generosity:** We assume the best about each other's intentions. We speak of others with kindness and treat one another with care and compassion. **Hope:** We remember that good can arise from difficulty and we look for optimism. We believe in the power of one person to change another's life for the better.

General Summary

The Program Manager will lead a team of Child Advocacy Specialists (CASs) and oversee all of their work directly serving CASA's mission, ensuring that highly qualified staff are providing effective support to volunteers offering quality advocacy in the best interest of children to whom CASA is appointed by the courts. The Program Manager provides motivation, empowerment, guidance and supervision to the CASs while ensuring accountability for meeting CASA of Travis County's values, policies and standards for volunteer and case management. The Program Manager will fulfill the performance standards of Texas and National CASA, complying with the statutory obligations of guardian *ad litem* and meeting or exceeding the expectations of the Travis County courts. The Program Manager must have a proven

record of exercising cultural humility in their interaction with children and families, as well as knowledge of child welfare policy and legal procedure.

Essential Responsibilities and Duties

1. Leadership and Staff Management

The Program Manager supervises a team of CASs ensuring that Texas and National CASA policies and standards are met. The Program Manager assists the Senior Director of Advocacy in carrying out the mission and vision of CASA through effective advocacy for the best interest of children.

- Provides coaching, motivation, mentoring and recognition of direct reports (CASs) in order to address volunteer management (including volunteer retention), case management, and data expectations.
- Oversees and facilitates onboarding and training of new staff on the advocacy team.
- Provides weekly individual supervision to each CAS on their team.
- Annually reviews the performance of CASs on their team.
- Provides coaching and feedback to CASs on their team and recommends personnel action when needed
- Assists with staffing of cases to assess for child safety and volunteer adherence to policy and protocol
- Assumes responsibility for ensuring coverage at specific hearings and observes the courtroom presentations of CASA Advocates and CASs. Records feedback as needed and communicates with the appropriate CAS.
- Shadows each CAS assigned in the field, as well as in court.
- Works collaboratively as part of the Program Leadership Team, helping other team members resolve conflict when needed.
- Reviews and signs court reports in conjunction with other Program Managers, ensuring the timeliness and consistent quality of all CASA court reports.
- With the Chief Program Officer and Senior Director of Advocacy, ensures that CASA of Travis County remains in compliance with the standards set forth by Texas CASA and National CASA
- Monitors progress toward programmatic goals related to advocacy and volunteer management, and supervises CASs in development and enhancement of practices that contribute to achieving these goals
- Facilitates committees, ad hoc groups, and trainings as needed to support the vision and mission of the organization

2. Case Management and Evaluation

Program Manager will coordinate assignment of all new cases to CASs as CASA receives appointments from the court and/or as cases complete the Early Family Engagement process.

- In overseeing the volunteer management/case management carried out by CASs, or in managing volunteers/cases themselves when necessary, the Program Manager will ensure that the goal of safe and expeditious permanency for children is always in focus.
- The Program Manager will ensure that all volunteer and case management activities, theirs or their team's, meet or exceed Texas CASA and National CASA standards and fulfill CASA's obligations as guardian *ad litem* under Texas law as well as the expectations of Travis County judges.
- The Program Manager will collaborate with the Chief Program Officer, Senior Director of Advocacy, Associate Director of Advocacy, data & evaluation team, and others as appropriate, to develop appropriate programmatic outcome measures based on CASA's mission, vision and strategic goals and to ensure that indicators of those outcome measures are consistently tracked.

- The Program Manager will assist the Senior Director of Advocacy with program development, evaluation and improvement by compiling and analyzing monthly reports from Optima, and submitting them to the Senior Director of Advocacy for continued monitoring of compliance with minimum standards and best practice expectations.
- Models a commitment to race equity, child safety, and volunteer engagement
- Assists in developing strategies to improve volunteer engagement and retention and, in collaboration with the Director of Volunteer Engagement, implements those strategies
- Promotes the utilization of family finding and engagement on all cases.
- Prioritizes data-driven decision-making wherever possible.

3. *Community Awareness & Partnerships*

The Advocacy Program Manager builds effective relationships internally and externally and will serve as an official representative of CASA in a wide variety of settings.

- Maintains effective relationships with CASs, volunteers, lawyers, caseworkers and other stakeholders in the Travis County child welfare system.
- Promotes and maintains relationships with Program Directors at DFPS and CAFA representatives to facilitate CASA's effectiveness on assigned cases.
- Assists in problem solving with external stakeholders on case-specific and/or systemic challenges that arise.
- Supports the CEO and Program Leadership team, as needed, in building relationships with donors, grantors and governmental funders.
- Other duties as required.

Knowledge, Skills and Experience

Required:

1. Experience in personnel management.
2. A minimum of a Bachelor's degree required. CASA of Travis County welcomes employees from diverse educational backgrounds and degree programs.
3. Demonstrated initiative to identify and solve problems creatively and effectively, prioritizing the needs of the child, volunteer and/or organization.
4. Demonstrated passion for CASA's mission.
5. Demonstrated ability to contribute to a climate where people are motivated to do their best and manage conflict effectively.
6. Demonstrated ability to hold self and volunteers accountable to performance standards.
7. Demonstrated understanding of child and family advocacy issues that exist in the Texas child welfare system.
8. Demonstrated ability to work under time constraints, be goal-oriented and maintain productive and effective relationships with staff, volunteers and community supporters.
9. Demonstrated excellence in communication, both written and oral.
10. Demonstrated commitment to the values of equity and inclusion.
11. Demonstrated integrity, honesty and ethical conduct.

Preferred:

1. Experience managing paid staff.
2. Experience in child welfare.
3. Spanish/English fluency.

Physical Requirements and Work Environment

The Program Manager will spend the majority of the time in the office and that could involve intermittent physical activities including bending, reaching, sitting and walking during working hours and must be able to lift at least 20 pounds. Additionally it is anticipated that the person will spend several hours of each day seated at a computer. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.