



Program Manager Job Description

Reports to: Executive Director

Supervises: CASA Case Supervisors, Volunteer Case Leaders, Volunteer Advocates & other Program Volunteers

Full-time Position, exempt employee

Salary: \$44,000-\$52,000/commensurate with experience & education

Benefits: Health benefits for employee. Employee supported 403b plan available.

To Apply: E-mail cover letter, resume and two reference letters to Nancy Sherrod, Executive Director by Tuesday, June 30th at 5 p.m. at nancys@casaofsantacruz.org

Summary: Join a dedicated team committed to advocating and improving the lives of children in the foster care system in Santa Cruz County. Through the supervision of the Executive Director, the Program Manager is responsible for the management and oversight of all aspects of the Program of Court Appointed Special Advocates of Santa Cruz County (CASA). Please see www.casaofsantacruz.org for more information.

Supervision:

1. Provide CASA program oversight, supervision and compliance related to all children's cases, case supervisors, advocates & any other Program volunteers to ensure all children receive sound advocacy and permanency
2. Train case supervisors and volunteer case leaders while interpreting National CASA and Judicial Council guidelines.
3. Coordinate assignment of children's cases/advocates to case supervisors
4. Identify and problem-solve with case supervisors concerning their assigned advocates and children's cases
5. Provide back-up case management services for case supervisors and volunteers
6. Review court reports as appropriate before filing in court
7. Conduct annual evaluations and update job roles and responsibilities of Program Team staff
8. Review and approve vacation requests and monitor PTO of Program Team
9. Oversee the core training program and annual in-service program
10. In conjunction with the Executive Director, attend and provide liaison services that are productive and positive between CASA and the partners of CASA in the professional community, including but not limited to the Juvenile Court, the Department of Family & Children's Services, the Parents Center, Children's Mental Health, and the Independent Living Program
11. Investigate Advocate/CASA complaints and provide follow-up on complaints and grievances. Oversee and participate as needed in the resolution of problems involved in dependency cases and in relationships with other partner agencies

Management

1. Convene the Program Team regularly. Identify and problem solve with action steps in a collaborative manner areas such as:
 - review of general case management best practices
 - retention and support of advocates
 - the difficult cases and support strategies for the advocates

- the wait list and matching of advocates with children
 - the management of the paperwork and tracking system
 - the education needs and progress of the children
 - implementation of the Independent Living Advocacy Project
 - emerging needs of children/youth
 - other areas of program work as needed
2. Ensure the efficacy and completeness of all local training policies, procedures and forms used in the CASA core training & workshops
 3. Facilitate and supervise strategic program planning and implementation of adopted plan

Ongoing Supervision of Core Caseload of Advocates and Cases

1. Maintain approximately 15-20 children's cases with at least monthly contacts with each assigned advocate, keeping database updated
2. Maintain best practices of case management, assisting advocates in formulating case plans with goals and action steps. Ensure timely, effective court reports are submitted to court
3. Facilitate relationships between professionals and advocates
4. Identify community resources for advocates and children
5. Interpret National CASA and Judicial Council guidelines to advocates

Administrative

1. Ensure National CASA reports and Judicial Council reports are timely and completed
2. Coordinate the design, implementation & analysis of timely annual surveys and reviews, end-of-case interviews, evaluations and regular outcome measurements related to program
3. Ensure CASA Tracker database information is complete & timely on all cases and volunteers
4. Provide Program data analysis for grants and reports. Participate in grant writing as assigned
5. Participate in CASA's community engagement events and children's events
6. Participate in CASA Strategic Planning, Board meetings as needed and other duties as assigned

Qualifications and Requirements:

- A minimum of two years experience successfully supervising and managing employees and program
- Completion of the CASA Advocate screening process & 35-hour training
- Excellent written, composition, oral communication, interviewing and supervisory skills
- Experience and/or training in the fields of child abuse, child development, juvenile law and volunteer program management preferred
- Competent in Microsoft Word, Excel, and other software
- Must be flexible with hours, available evening and days
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability, or gender
- Have transportation and be willing to travel throughout Santa Cruz County
- Bachelor's degree or equivalent in a humanities or social service-related field
- Bilingual a plus and differential provided, after bilingual test

Demonstrated Ability To:

- Communicate the vision, mission, and goals of CASA
- Establish and maintain effective, proactive, collaborative working relationships with staff, volunteers, the courts, Family & Children's Services, community partners and the general community
- Work independently under the direction of the Executive Director and make sound decisions based on established procedures and practices
- Maintain confidentially
- Adapt to a changing environment with the ability to respond to and manage crisis with a calm, mindful approach

CASA of Santa Cruz County is an equal opportunity employer.