



LONE STAR CASA

Lone Star CASA

serving the children of Kaufman and Rockwall counties

**Position:** Program Manager

**Category:** Exempt Full-time position

**Reports to:** Executive Director

**Qualifications:**

- Bachelor's Degree from an accredited college or university in human services or related field
- Minimum of 3 years non-profit experience and minimum 2 years working with youth
- Experience in providing staff or volunteer supervision and ability to manage people
- Excellent communication, writing and organizational skills
- Knowledge of the legal and child welfare systems
- Experience working with grants and meeting deadlines
- Recognize and respect the sensitive nature of the work and maintain confidentiality
- The ability to work cooperatively with individuals of diverse racial, economic, and cultural backgrounds
- Experience in working with computer software: Microsoft Office suite and case management databases
- Highly organized, self-motivated, flexible team player with strong organizational skills with ability to meet deadlines

**Summary of Responsibility:**

This position is responsible for the overall strategic direction of the guardian ad litem program at Lone Star CASA. This includes supervision of Child Advocacy Specialists and CASA volunteers, the overall management of the agency's load; the expansion and enhancement of services provided by the agency, the expansion and progress of Collaborative Family Engagement, oversees database management and updates, program grants and statistics as well as ensuring compliance with all agency volunteer and employee policies.

**Essential Duties and Responsibilities** include the following. *Other duties may be assigned.*

**Supervision of Program**

- Develop in conjunction with the Executive Director casework policies and procedures and lead all staff and volunteers in maintaining agency standards and are in compliance with National and Texas CASA
- Supervise Child Advocacy Specialists and Volunteer advocates by providing guidance and direction and ensure effective management of caseload and volunteer retention
- Confer with Child Advocacy Specialists and/or volunteer advocates on a regular basis to assure the case is progressing appropriately and policies are being followed. This includes all documentation is being entered correctly, timely and within compliance as well as ensuring correct statistical data is being sent to grantors.
- Responsible for all grievances towards the volunteer advocates or Child Advocacy Specialist. Will keep ED up to date.
- Ensure CASA representation at all CPS staffings, court hearings, mediations, family meetings and other case related meetings as well as maintaining appropriate communication between CASA and the court, child welfare agencies and legal partners
- Assist in making contacts and/or visits as needed and will carry a small caseload

- Supervise and promote interagency cooperation among local agencies who serve abused and neglected children and their families
- Provide and lead the team in training as needed to all volunteers including monthly training, PSVT, coaching calls, and additional training as needed. Ensure training requirements are being completed
- Responsible for yearly surveys to volunteers and community partners. Will send, gather results, and present to the team for opportunities for improvement as well as provide to funders

**Program Grants**

- Provide and complete narrative and statistical reports as needed for grant reporting, grant requests, agency publications, board reports and other similar needs
- Assist with program grant writing, RFRs and special projects as directed by the Executive Director.

**Other Responsibilities include:**

- Complete a minimum of 12 hours of continuing education annually and attend national, regional, and state conferences and meetings when appropriate
- Attends and participates in community meetings and outreach opportunities as directed by Executive Director. In addition, the team is responsible for Information Sessions
- Assist in activities and events as directed
- Complete special projects and tasks as assigned by the Executive Director

**Conditions of Employment**

- Schedule includes regular office hours and some evening and weekend work, requires flexibility and availability
- Must have daily transportation
- Must pass all background checks
- Ability to sit and type at computer for at least 7 hours per workday and stand in court room
- Ability to lift 10-15 pounds for office supplies
- Occasionally carry out or assist with other duties not listed on this job description

Lone Star CASA is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.

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Staff Name (please print)

Staff Signature

Date