



Yolo County CASA Program Manager Job Description

Full-time, non-exempt paid position

Reports to: Executive Director

Supervises: Advocate Supervisors, Peer Coordinators, Volunteer Advocates

Mission: Yolo County CASA's mission is to advocate for abused and neglected children in the foster system to ensure their voices are heard and their needs are met. We champion without compromise for the best interest of every Yolo County foster child. Yolo County CASA is committed to providing children with a voice in court through the advocacy of trained volunteers.

Position Summary: The Program Manager reports to the Executive Director and manages the CASA program staff and program volunteers. The Program Manager works with community partners such as Child Welfare Services and the Dependency Court creating and facilitating effective relationships and awareness of the program. The Program Manager is responsible for providing oversight of all aspects of cases and volunteers within the CASA programs.

Key Responsibilities

Supervision: Recruit, interview, orient, train, and supervise Program Team including staff Advocate Supervisors and volunteers that assist the Program Team. The Program Manager will:

1. Facilitate individual and group coaching and supervision of the Program Team, working closely with direct reports to create a sense of empowerment.
2. Oversee general case management ensuring confidentiality, adequate supervision, and the safety of, and best outcomes for, each child.
3. Ensure program quality through the creation and monitoring of Advocacy Plans for each child and annual review of Advocates; monitor volunteer quality, retention, recognition, and support of volunteer advocates.
4. Provide case consultation for difficult cases for Advocate Supervisors and Advocates; provide back-up case management services for Advocate Supervisors and attend meetings for Advocate Supervisors when they are unavailable.
5. Oversee the wait list and the matching of Advocates with children.
6. Manage supplementary program staff specializations and their collaborations with partners.
7. Conduct regular performance evaluations and maintain job descriptions, personnel files, and Advocate Supervisor record-keeping, workload, and reports.
8. Support Advocate Supervisors by mediating problems and attending CWS/CASA staffing meetings at Child Welfare Services.
9. Review court reports before filing in court.

Management: The Program Manager is an integral member of CASA's management team and represents program vision and interests to the Executive Director. He or she will:

1. Act as the liaison and mediator between CASA and its community partners, including but not limited to the Juvenile Court, Child Welfare Services, and the Independent Living Program.
2. In a continuous improvement environment, manage Program Staff and Volunteer Advocate training, resource allocation, policies, procedures, and practices.

3. Expand program diversity and cultural competency to ensure inclusivity and responsiveness to client needs.
4. Prepare program reports and monitor metrics; coordinate the design, implementation, and analysis of Volunteer Impact Surveys, program evaluation, and outcome measurements.
5. Oversee Advocate and Program Staff training including the core new advocate training program, ongoing in-service/continuing education program, and professional development.
6. Facilitate and supervise strategic program planning and implementation.
7. Make presentations to outside organizations and partners.
8. Recommend new or revised policies that might improve supervision, program effectiveness, and quality.
9. Share on-call phone duties with Executive Director for urgent needs of volunteers.
10. Other duties as assigned.

Administrative:

1. Ensure National CASA reports and Judicial Council reports are accurately completed and submitted on time.
2. Ensure CASA Tracker database information is appropriately entered and complete.
3. Review and approve time sheets, vacation requests, and monitor PTO of the Program Team.
4. Provide Program data analysis for grants and reports. Participate in developing grant submissions as requested.
5. Investigate Advocate/CASA complaints and provide follow-up on complaints and grievances.
6. Participate in CASA's community engagement events and children's events as appropriate.

Qualifications and Requirements:

- Bachelor's degree or higher in Social Work, Counseling, Sociology, Psychology, or closely related field AND 5 years of relevant, progressively responsible social work, social services work, program planning, operations and/or management that includes 2 years of staff management and/or supervision OR any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved experience in social services; Master's degree preferred.
- Experience in fields of child abuse, child development, juvenile law, and volunteer program management preferred; experience working with children and/or youth strongly preferred.
- Skill in working with all levels of decision-makers and stakeholders and in identifying community resources, recruiting volunteers, and evaluating individual and program effectiveness.
- Knowledge of trends and practices in advocacy and volunteer recruitment, training, and retention.
- Excellent oral and written communication and interviewing skills; ability to read, understand, interpret, and apply relevant county, state, and federal statutes, rules, administrative orders, case law, and other relevant directives.
- Skill in assessing, evaluating, prioritizing, and handling multiple tasks, projects, and demands and working with deadlines and in evaluating, analyzing, identifying, and recommending solutions to complex problems.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect. Experience working with such families given preference.
- Ability to work cooperatively and effectively with diverse populations, including but not limited to differences in socioeconomic background, culture, race, religion, sexual orientation, disability or gender.
- Willingness to work flexible hours, some evenings and weekends required.
- Strong ability to establish and maintain effective working relationships and collaboration with other CASA staff, board and community partners.
- Strong computer literacy skills and ability to learn new software including database management.
- Completed application and thorough background clearance.

Employee classification: Full time/ exempt;

- Pay range - \$58,000 - \$65,000 D.O.E.
- Benefits:
 - 10 days vacation annually, accrued biweekly
 - 11 paid holidays
 - 12 days paid health leave per year, accrued bi weekly
 - Health Care Stipend \$5,000 annually

Yolo County CASA is an Equal Employment Opportunity organization. We do not discriminate on the basis of ancestry, race, color, religion (includes religious dress and grooming), sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), gender, gender identity, gender expression, age, national origin, disability (physical and mental including HIV and AIDS), genetic information, military or veteran status, marital status or sexual orientation or request for FMLA.

Interested applicants should email a cover letter (please include the position you are applying for) and resume to jobs@yolocasa.org