JOBS DESCRIPTION – PROGRAM DIRECTOR

REPORTS TO: Executive Director
SUPERVISES: Program Staff: Program Supervisors, Intake Coordinator,
Volunteers: Peer Coordinators and CASA Volunteers

FTE AND BENEFITS
- Current FTE: 1.0 (40 hours/week)
- PTO (paid time off) prorated to FTE and length of employment
- Benefit Allowance and simple IRA retirement benefits
- This position is salaried and exempt, i.e. not subject to state and federal wage and overtime requirements

AGENCY MISSION: Court Appointed Special Advocates provides a powerful voice for abused and neglected children in Lane County.

THE POSITION

The Program Director supervises and supports the program staff, Peer Coordinator (PC) and CASA volunteers to oversee the implementation of the overall direct service of the CASA program.

RESPONSIBILITIES
- Assist in hiring and training new program staff
- Facilitate caseload assignments for Program Supervisors and Peer Coordinators
- Supervise, conduct six month case reviews and annual performance reviews for Program Supervisors and Intake Coordinator
- Provide oversight to CASA volunteer cases
- Interpret, develop and update volunteer & program policies and procedures, volunteer screening process, in coordination with the Program Supervisors, Volunteer and Training Coordinators post changes on the CASA/PC google sites
- Facilitate and assist with implementation of PC nomination process and information meetings with Volunteer Coordinator and notify selected PCs by letter when accepted
- Participate in CASA University, and Peer Coordinator trainings
- Assist Volunteer Coordinator with interviewing potential CASA volunteers and making the final decision about a prospective volunteer trainee
- Facilitate Program Staff meetings once each month
- Meet with Intake Coordinator monthly
- Assure program compliance with National and State CASA standards
- Liaison between CASA program and strategic partners – court, attorneys, DHS, CRB &
other service providers

- Facilitate quarterly meetings with DHS/Child Welfare Managers and CRB Field Manager
- Participation in committee’s within the CASA program and with community stakeholders
- Operate the OPTIMA data system as an Administrator

QUALIFICATIONS

- **Education and/or Experience** - A Masters degree is preferred in social work, psychology or related area with requisite experience in administrating an organization or division involved in human services. A minimum of three years related experience in administration of volunteer, non-profit, or public service agency or Law; Must have previous experience working with volunteers and knowledge and understanding of juvenile law, child abuse and neglect, families in crisis, and other social services skills.

- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity; Works within approved budget; Conserves organizational resources.

- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses.

- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Assists Program Supervisors with organizing their tasks.