



## Program Director Job Description

**Reports to:** The Executive Director

**Supervises:** Advocate Supervisors, Program Interns, and Advocate Trainer

**Full-time Position, Exempt Employee**

### Summary:

The Program Director is a key management team member, responsible for providing oversight and ongoing development of all aspects of case management, training and supervision of volunteers within the Court Appointed Special Advocates (CASA) of Santa Cruz County program. Managing and mentoring a dynamic team of Advocate Supervisors, the ideal candidate exemplifies team leadership, creating and maintaining positive, collaborative working relationships while working in a strength-based, and trauma-informed manner to serve the best interests of children and youth in the juvenile court system. The Program Director ensures CASA of Santa Cruz County meets and exceeds all program standards of the Judicial Council and National CASA and leads program staff to achieve our strategic plan goals. Working closely with the leadership team, the Program Director participates in strategic planning, program development and manages several external community partner relationships. It is an essential part of this job to embrace and foster a culture that celebrates a diversity of identities, beliefs, thoughts, and experiences and to commit to creating an organizational culture of equity, inclusion and belonging to better serve our youth and communities. **We encourage people with personal experience and/or involvement in the dependency, juvenile justice, mental health, or criminal justice systems; and people of color and Latinx; people who identify as LGBTQ+ to join our team.**

### Supervision and Management

1. Ensure our work with our youth, families and Advocates is in compliance with changing legislature, our policies, and regulatory bodies inclusive of the Judicial Council, National CASA and applicable grants.
2. Ensure our work and advocacy with our youth and families is rooted in best practice, inclusive of "no decision about me, without me"
3. Recruit, hire, and oversee onboarding and training of Advocate Supervisors and Advocate Trainer.
4. Work in a highly collaborative manner with Advocate Supervisors to facilitate their growth in service of our mission and fulfillment of our strategic plan
5. Provide oversight and supervision of Advocate Supervisors and their management of our Advocates' work with children in the dependency and juvenile justice court system.
6. Provide collaborative assistance with Supervisors' problem solving through:
  - review of general case management best practices, including completion and quality and compliance monitoring of Advocacy Plans for each child and annual review of Advocates
  - retention and support of advocates; review End of Case Interviews
  - coaching on difficult cases and support strategies for Advocates & Supervisors
  - management of paperwork and data entry and reporting
7. Work collaboratively with the Waitlist Manager, so that youth are matched with Advocates in line with our strategic plan and National CASA standards.

8. Manage Supervisor workloads and ensure coverage of court, meetings and cases during staff absences.
9. Provide oversight of development and implementation of all training of Advocates.
10. Conduct annual Advocate Supervisor evaluations, work plans and update job descriptions as needed.
11. Facilitate and supervise Program Team input into CASA's strategic planning process and implement and coordinate the evaluation and adjustments for Program to meet strategic goals.
12. Develop program policy to improve CASA's effectiveness.
13. Ensure training and work with Advocates, youth and families increases diversity, equity and inclusion.

## **Leadership**

1. Work in a highly collaborative manner with the leadership team to create and maintain positive working relationships across all teams and a culture that allows us to thrive in our mission.
2. In conjunction with the leadership team, the Board and staff participate in the development of the Strategic Plan.
3. In collaboration with the leadership team develop annual agency work plans to fulfill Strategic Plan.
4. In collaboration with the Leadership team ensure that all CASA practice and policy increase diversity, equity and inclusion.

## **Direct Supervision of Advocates and their Children's Cases**

1. Maintain a weighted caseload of Advocates in line with National CASA Local Standards.
2. Maintain best practices of case management and advocacy, supporting Advocates in formulating and monitoring each child's Advocacy Plan with goals and action steps.

## **Administrative & Reporting**

1. Ensure that Advocate Supervisors and Advocates enter complete case information into the database in an accurate and timely manner.
2. Retrieve and analyze programmatic reports and data for program analysis, staff evaluation and grant reporting and/or writing.
3. Investigate Advocate/CASA grievances and provide follow-up.

## **Community Liaison**

1. Act as a liaison between CASA of Santa Cruz County and Santa Cruz County partners in the professional community, including but not limited to the Dependency Court System, Juvenile Justice Probation Department, the Department of Family & Children's Services, Children's Behavioral Health, Drug Treatment programs, the Independent Living Program, County Office of Education, and FosterEd.
2. Remain up to date on legislation relevant to youth in the dependency and juvenile justice court systems.
4. Participate in CASA's community engagement, fundraising events, and relationships with volunteers, and assist with and attend children's events

5. Act as an ambassador for the agency
6. Provide input and assist in targeted outreach efforts.

**Qualifications and Requirements:**

- Bilingual, biliterate in Spanish highly preferred
- Knowledge of and deep respect for the families and youth we work with.
- A very strong commitment to centering the voices and choices of the youth and families we work with in all of our decision making
- Deep understanding of the experience of people who are severely disenfranchised and heavily system involved.
- Master's degree in related field of study and/or equivalent work or lived experience
- Excellent supervisory skills with a minimum of two years' experience of increasing responsibility as a supervisor and/or manager
- Excellent written, composition and oral communication skills
- Experience in the fields of child abuse, or juvenile justice, child development, juvenile law and volunteer program management preferred
- Technology skills with Microsoft Word, Excel, outlook, and other software
- Must be flexible with hours, including some evenings and weekends.
- Ability to embrace and foster a culture that celebrates a diversity of identities, beliefs, thoughts, and experiences and commitment to creating an organizational culture of equity, inclusion and belonging to better serve our youth and communities.
- Demonstrated respect for all people regardless of socioeconomic background, culture, religion, sexual orientation, disability, or gender
- Meet the physical demands and successfully perform the overall duties and responsibilities of this job. Reasonable accommodation may be provided to enable otherwise qualified individuals with disabilities to perform their overall duties and responsibilities.

**Demonstrated Ability To:**

- Complete extensive background check and screening process & the 35-hour Advocate training
- Deeply understand the importance of working in community
- Establish and maintain effective, collaborative working relationships with our children and families, staff, volunteers, the Court, Family & Children's Services, juvenile justice and community partners.
- Work independently and under the direction of the Executive Director
- Maintain strict confidentiality
- Willing and able to reliably travel throughout Santa Cruz County; some out of county travel
- Adapt to a changing environment with the ability to respond to and manage with a calm, mindful approach

This is an exempt position (Generally M-F 8:30-5pm) with 11 paid holidays and 23 days of PTO. This position is eligible for hybrid remote and office work after 90 days of employment. For the first 90 days this position is based at our Watsonville office. Benefits include employer paid health, dental, vision plan for employee. Employee 403 (b) retirement plan available with an employer contribution after one year.

Location: This position is in Santa Cruz County and requires work in the Watsonville office.

**Salary range:** \$96,000-\$99,000

**Apply by:** Send your resume, cover letter and a list of three references to [humanresource@casaofsantacruz.org](mailto:humanresource@casaofsantacruz.org) by 5pm on October 19, 2022. The first interviews will be held during the week of October 24th and the second round of interviews during the week of October 31<sup>st</sup>.

**CASA of Santa Cruz County is an Equal Opportunity Employer:** At CASA of Santa Cruz County, we embrace a diversity of identities, beliefs, thoughts, and experiences. We commit to creating an organizational culture of equity and inclusion to better serve our youth and communities. Applicants for all job openings will be considered without regard to age, race, color, religion, sex/gender, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. **We encourage people with experience and/or involvement in the dependency, juvenile justice, mental health, or criminal justice systems; and people of color and Latinx; people who identify as LGBTQ+ to join our team.**