



## Voices for Children, Inc. Job Description

**Job Title:** Program Director

**Classification:** Exempt, Full Time

**Reports To:** Executive Director

**Qualifications:** Bachelor's degree in social work or related field preferred, or 5+ years of relevant CASA or similar experience (writing sample may be required if no degree). Experience supervising staff/volunteers and managing people in a high-demand, multi-responsibility role. Strong leadership skills, including motivating others, managing conflict, and ensuring accountability to standards. Ability to work under deadlines, stay mission and goal-oriented, and maintain effective relationships with staff, volunteers, partners, and the community. Proactive problem-solver with strong written and verbal communication skills. Committed to integrity and ethical conduct. Proficient with computers, including Google Suite and case/volunteer databases.

### **Summary of Job Responsibilities:**

The Program Director leads all mission-related work at Voices for Children CASA, ensuring staff effectively support well-trained volunteers who advocate for children's best interests. Working with the Executive Director, they help implement strategy, evaluate services, and stay current on child welfare trends. The role includes supervising Advocate Supervisors and Training and Recruitment staff, fostering strong internal and external relationships, and representing the organization in the community.

### **Essential Responsibilities and Duties**

#### ***Oversight of Advocacy Casework:***

- Oversee general case management to ensure confidentiality, adequate supervision, the safety of, and best outcomes for each child.
- Ensure that all case management activities and records meet or exceed Texas CASA standards and fulfill CASA's obligations as Guardian Ad Litem under Texas law as well as the expectations of the Child Protection Court judge.
- Schedule and hold case staffing and supervision meetings with each Advocate Supervisor, at least monthly.
- Provide case consultation for difficult cases or case mediation between Advocate Supervisors and Advocates, in the event of differing recommendations.
- Ensure coverage, either via self or other Advocate Supervisors, of hearings, meetings or case related tasks if Advocate Supervisors are absent for PTO, illness or other leave.
- Review and sign court reports, ensuring the timeliness and consistent quality of all CASA court reports.
- Assist in problem solving with external stakeholders or partner professionals on case-specific and/or systematic challenges that arise.
- Coordinate and complete timely new case assignments in accordance with VFC policies and procedures for both new and tenured volunteers, while monitoring Advocate Supervisor caseloads to ensure appropriate allocation of assignments.

### ***Volunteer Screening, Recruitment & Training, and Onboarding:***

- Assist with CASA screening interviews, as needed
- Oversee screening of potential volunteers to ensure that all new advocates complete training, screening and background checks in accordance with Texas CASA Standards. Serve as back up to Training coordinator as needed.
- Oversee the ongoing coordination and implementation of continuing education.
- Manages the active and available volunteer list to ensure an accurate list of available volunteers is accurate and volunteers are assigned to cases in a timely manner.
- Serve on the Recruitment Committee, overseeing and supporting the implementation of recruitment initiatives while guiding the development of new ideas and strategies.

### ***Data Management and Reporting:***

- Ensure accuracy of data and reports with the Optima database, via Voices for Children data management procedures, including Advocacy File assessments and case file audits at least quarterly.
- Use professional knowledge and judgment to determine any need for data monitoring or oversight over and above set timelines or procedures.
- Prepare program reports and monitor metrics, as requested by the Executive Director.
- Coordinate with the Executive Director regarding preparation, implementation, and analysis of surveys or documentation related to Advocate Supervisor performance, program evaluation and outcome measurements, including annual program survey.

### ***Community Relationships:***

- Participate in national, state and local organizations concerned with child abuse and neglect. Provide community education about services offered by CASA and assist with outreach efforts.
- Maintain effective relationships through personal contact and written communication with other professional and social service organizations, funding groups, foundations and charitable organizations and serve on appropriate community committees and task forces.
- Assist the Executive Director in speaking to local community groups to recruit volunteers/raise community awareness of Voices for Children and educate the public on the risks, signs and reporting laws surrounding child abuse.

### ***Leadership***

- Provide initial training, coaching, motivation, and supervision to the program team to ensure compliance with organizational, Texas, and National CASA Standards.
- ***Conduct timely evaluations of program team members.***
- Maintain familiarity with and adhere to all organizational and personnel policies to ensure compliance with organizational, Texas, and National CASA Standards.
- ***Under the direction of the Executive Director,*** review and approve purchase requests for program team, monitor department budgets and make operational decisions within scope of authority.
- Attend and participate in Leadership and staff meetings as scheduled by the Executive Director. Work collaboratively as part of the Leadership team, actively assisting in ongoing program development and evaluation.
- Effectively direct staff by setting clear expectations, holding team members accountable, delegating tasks appropriately, and leading purposeful, productive team meetings.

- Collaborate with the Executive Director as a hiring committee to interview and hire new program team staff.
- Ensure that program related events such as the Holiday Drive, Clothing drive and the Annual Volunteer Appreciation event are implemented in a timely manner and are successful each year.

**Other:**

- Attend and participate in continuing education opportunities, at least 12 hours per fiscal year per Texas CASA Standards.
- Attend trainings and meetings as directed by the Executive Director
- Assist with fundraisers, strategic planning sessions and staff retreats as needed
- Other duties as requested by the Executive Director

**Physical Requirements and Work Environment**

The Program Director will be expected to have daily transportation to attend court, meetings, training, advocate events, fundraising events, etc. The individual will spend some time in the office that could involve intermittent physical activities including, bending, reaching and walking during working hours. The individual may spend several hours each day seated. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.

This position is not remote. Any opportunities to work remotely will be approved by the Executive Director on an individual basis.

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Employee Signature

Date