



Job Announcement

Position: Program Manager

Court Appointed Special Advocates (CASA) of Fresno & Madera Counties is a non-profit organization whose mission is to recruit, train, and support volunteers to advocate and speak for the best interests of abused and neglected children in the Child Welfare and Juvenile Court systems.

Position Goal:

CASA has an immediate opening for a full-time Program Manager who will administer the program function in fulfilling the mission of training and supporting volunteers to advocate and speak for the best interests of abused and neglected children in the Child Welfare and Juvenile Court systems.

Key Responsibilities:

1. Organizational Administration

- Assist in developing and administering the program components of the annual plan.
- Assist in developing the annual budget for the program function, and in exercising spending control related to the approved budget.
- Assist the Executive Director in advising the Board of Directors in setting program related policies and goals through coordinating the work of the Program Committee and attending the meetings of the Board of Directors.
- Enable the tracking of progress through maintaining the Quarterly Program Report.
- Keep the Executive Director apprised of decisions to be made, issues to be resolved and weekly priorities using designated management tools and a weekly meeting.

2. Training

- Administer new advocate training and the continuing education processes including serving as the lead facilitator.
- Interview and make final decisions on acceptance of prospective advocates.
- Arrange resource presentations for the Journey of Hope and Madera County small groups in coordination with the assigned advocate supervisors.

3. Staff Management and Support

- Maintain ongoing supervision and support of program personnel using the Weekly Work Report process and weekly meetings with each staff member reporting to the Program Manager.
- Provide on the job training to program personnel through modeling, observing and directing.
- Develop on the job training competence within the Advocate Supervisors.
- Administer the advocate and case matching process.
- Administer the court report approval and submission process.

4. Program Development and Quality Control

- Administer recordkeeping in support of the program function, ensuring the integrity of processes and data.
- Continue to develop, implement and ensure the integrity of all components of the Journey of Hope program.

- Administer the stakeholder and recruiting and training surveys in order to receive feedback on the work of CASA from advocates and other related foster care system entities.
- Develop and implement a system for documentation of case related issues.
- Assist in the development of grant proposals, the achievement of grant goals and the reporting of results to funders.

5. External Relationships

- Represent and speak for CASA to other organizations when the basis for representation is program oriented.
- Ensure that appropriate entities within the foster care system are hearing and responding to case related concerns of advocates.
- Provide ongoing education and training regarding the mission and role of CASA for entities within the foster care system.

Desired Minimum Qualifications

To successfully perform the essential functions of this position, the incumbent must have the following:

- Bachelor's degree.
- At least two years experience in managing employees.
- Ability to remain calm in a crisis.
- Ability to be flexible and adapt to new roles, tasks and situations.
- Strong observation, analytical and listening skills.
- Capacity to read, absorb and interpret legal and procedural information.
- Ability to supervise and train others.
- Ability to communicate effectively verbally and in writing.
- Ability to prepare written reports, correspondence and maintain accurate records.
- Ability to organize, set priorities, take initiative and exercise sound, independent judgment within areas of responsibility.
- Good knowledge of personal computer operations and software including word processing, databases and spreadsheets. Good typing skills.
- Ability to carry out assigned duties and responsibilities in an ethical manner and follow the organization's policies.
- Possess a valid California Driver License and successfully pass a formal background check.

Please send cover letter and resume to
 CASA of Fresno & Madera Counties
 1252 Fulton Mall
 Fresno, CA 93721
 or
casa@casafresno.org