



CASA OF THE CONTINENTAL DIVIDE

## DIRECTOR OF PROGRAMS JOB DESCRIPTION

### Purpose:

The Director of Programs position is a full-time position and reports the CASASCD Executive Director. The Director of Programs oversees CASA of the Continental Divide's Programs including Dependency & Neglect, Truancy, and Prevention, participates in national, state, and local committees, and supports development and events as needed. Participates in the hiring, training, employment reviews, discipline, and termination of program staff in collaboration with the Executive Director.

### Programs General

- Supervise and Mentor Dependency & Neglect, Truancy, and Prevention Program Coordinators
- Maintain the volunteer inquiry database and process new inquiries; provide information about the programs, volunteer opportunities and scheduling information meetings/interviews and follow up as required.
- With Program Coordinators, implement strategies and create opportunities to increase volunteer engagement and improve retention.
- Builds relationships with Colorado CASA program, court professionals, human service professionals and community stakeholders, and service providers to be able make appropriate recommendations for children/students we serve.
- In collaboration with CASA staff, help develop new programs where needs are determined.

### Dependency & Neglect

- Mentor Dependency & Neglect Program Coordinator in supervising CASA Volunteer Advocates
- Ensure CASA Volunteer Training curriculum is taught as required by National CASA
- scheduling and coordinating volunteer/continuing education trainings and facilitating pre-service and continuing education trainings.
- In collaboration with the D&N Program Coordinator:
  - Ensure volunteers meet requirements to be the voice of the child in court (# of meeting with children, care givers, and support team; speak up in court to advocate for the child's best interests)
  - Provide mentor and/or provide mentor services to new volunteers
  - Appoint volunteers and mentors to new cases
  - Review CASA court reports
  - Attend court hearings
- Manage case referrals, review caseload, and supervise own caseload.
  - Collect, disseminate, and enter case information into database
  - Provide monthly supervision, support, and case management services to volunteers/mentors
  - Maintain and audit case database
  - Ensure completion of COCASA Wellbeing Assessments
- Maintain case/volunteer database to track and provide quarterly, semi-annual, and annual data.
  - Provide program statistics and assist to complete grant, Colorado CASA, National CASA data reports
  - Submit end of year data reports to volunteers

- Participates in best practices meetings
- Participates in Program Director meetings

### Truancy

- Truancy Volunteer Training
  - Design and develop truancy volunteer training to ensure it meets guidelines and is up to date with school and judicial district policies.
  - Schedule and implement training
- Maintain Truancy Standards
- Support Truancy Program in each county
- In collaboration with the Truancy Program Coordinator:
  - Ensure volunteers meet requirements (# of meeting with children, care givers, and support team; speak up in court to advocate for the child's best interests)
  - Provide mentor and/or provide mentor services to new volunteers
  - Appoint volunteers and mentors to new cases
  - Review court reports
  - Attend court hearings as needed
- Manage case referrals, review caseload, and supervise own caseload.
  - Collect, disseminate, and enter case information into database
  - Provide monthly supervision, support, and case management services to volunteers/mentors
  - Maintain and audit case database
- Maintain case/volunteer database to track and provide quarterly, semi-annual, and annual data.
  - Provide program statistics and assist to complete grant, Colorado CASA, National CASA data reports
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### Prevention

- Collaborate with DHS in each county and service providers to build prevention programs
- In conjunction with Prevention Program Coordinator
  - Determine gaps in services and coordinate with other entities to fill these gaps
  - Develop recommendations for services
- Recommend curriculum for programs
- Support development team in gaining funding for new programs
- Work with D&N and Truancy Program Coordinators to monitor children/student progress after cases are dismissed to provide continued support if needed.

### Development & Events

- Compile data reports for Development and Grants Coordinator when requested.
- Participate in fundraising and community events.
- Nurture relationships between CASA of the Continental Divide and potential and current Grantors, Sponsors, Donors as appropriate

### Competencies:

- Ability to plan, organize and prioritize workload;
- Ability to work effectively autonomously and part of a group;
- Emotional Intelligence;

- Adept at analyzing facts, problem solving, decision making and demonstrating good judgement;
- Ability to maintain confidentiality of information regarding staff, volunteers, and cases;
- Ability to positively represent the organization in meetings with community stakeholders and build positive relationships with a wide variety of individuals;
- Ability to develop and drive new ideas; act as a thought leader for creative and effective development of programs;
- Excellent computer skills;
- Excellent communication skills;
- Ability to meet deadlines, respond to inquiries quickly and efficiently and balance multiple tasks.

Qualifications:

- Master's degree or leadership role in human services, social work, law or related fields;
- Proven experience managing departments and supervising staff members, preferably in a nonprofit environment (at least two years);
- Strong experience in the child welfare, human services sector, juvenile court or social services systems;
- Experience with volunteer management, including developing strong relationships with volunteers and improving volunteer retention and engagement;
- Strong experience with program evaluation, data management, and outcome reporting;
- Strong data input, management, analysis and reporting skills;
- Adaptability, creative approach to problem-solving, desire to help achieve program goals, and enthusiasm for managing staff and volunteers;
- Experience with building and facilitating diverse and culturally competent work cultures;
- Clearance of criminal background checks.