



CASA of McHenry County Program Manager Job Description

General Description:

The Program Manager provides support, oversight and guidance to the Advocate Managers while also providing support to CASA advocates as an Advocate Manager, ensuring that children involved with the CASA program receive sound advocacy and proactive permanency planning. The Program Manager is responsible for the direct supervision of all other Advocate Managers and for advocate supervision and coordination of case. This individual is also responsible for the screening and training of new advocates and the continuing education and development of existing advocates.

Qualifications:

The Program Manager should have the following skills and experience:

1. Bachelor's degree
2. Experience as a CASA Advocate Manager
3. Ability to communicate with, supervise, and empower staff and volunteers to be effective in their roles
4. Ability to work as a team player and interact positively with all stakeholders
5. Excellent writing, editing, and organizational skills
6. Demonstrate maturity and responsibility in handling confidential information
7. Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect
8. Commitment to CASA of McHenry County's goals and mission
9. Working knowledge of Microsoft Word and Excel. Additional experience with other software a plus

Accountability and Location:

The Program Manager reports directly to the Executive Director who is responsible for his/her performance evaluations. The Program Manager will work remotely for the time being until the 22nd Judicial Circuit Court is holding juvenile court hearings again non-essential travel is sanctioned. The CASA of McHenry County office is in Crystal Lake, IL.

Responsibilities of Senior Advocate Manager:

Goals and Outcomes

1. Coordinate program goals and outcomes in alignment with the organization's strategic plan
2. Lead quarterly goals meetings with Advocate Managers and annually evaluate and report on Advocate Managers
3. Create monthly board reports

4. Convene and manage daily check-ins and weekly meetings with Advocate Managers
5. Coordinate Advocate recruitment, training, continuing education and appreciation activities
6. Collect and report data for grant purposes

Management of Advocate Managers

1. Manage caseloads and daily tasks of Advocate Managers
2. Provide guidance to Advocate Managers
3. Reassign Advocate Manager duties/volunteers as needed
4. Take lead on handling Advocate Manager discipline as needed
5. Oversee day to day tasks and address performance

Courtroom

1. Take lead in managing relationships in the courtroom
2. Assign staff, as needed, to roles within courtroom setting

In addition, the Senior Advocate Manager will continue to function part-time as an Advocate Manager and perform the following duties.

1. Provide ongoing supervision to advocates, including helping to develop initial case plans
2. Research and prepare case files for assignment to advocates and work as a team to assign case files to appropriate advocate
3. Organize and maintain case files
4. Review, file, and edit advocate reports to the court
5. Assist with court coverage and meetings when advocate is not present
6. Maintain court date calendar
7. Update case information for inclusion in database and provide program statistics concerning case or advocate data
8. Perform annual evaluations of all assigned advocates according to an assigned timeline
9. Attend meetings, conferences, and seminars which enhance his/her ability to fulfill responsibilities of the position of the organization
10. Assist with other tasks as may be assigned by the Executive Director

CASA is an equal opportunity employer. CASA will reject any applicant found to have been convicted of, or having charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose a risk to children or to the CASA programs credibility. This position will be maintained on an as needed basis.