

# **Program Manager Job Description**

## **GENERAL DESCRIPTION:**

The program manager provides professional staff support to CASA of Cecil County volunteers, ensuring that children involved with the CASA of Cecil County program receive sound advocacy and early permanency planning. The program manager is responsible for volunteer supervision and coordination of cases, as well as other operating duties assigned by the executive director.

***Please submit a resume and cover letter by mail to 135 East Main Street, Elkton, MD 21921 or by email to [giulia@cecilcasa.org](mailto:giulia@cecilcasa.org)***

## **QUALIFICATIONS:**

The volunteer manager should have the following skills and experience:

- Bachelor's degree in social service-related field or equivalent combination of education and experience
- The ability to communicate with, supervise and empower volunteers to be effective in their roles—experience with volunteers preferred
- The ability to work cooperatively with different types of personalities
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect given preference
- Commitment to CASA program's goals and mission

## **ACCOUNTABILITY:**

The volunteer manager reports directly to the executive director, who is responsible for his/her performance evaluations.

## **RESPONSIBILITIES:**

- Complete CASA volunteer training
- Assist in the recruiting, screening, interviewing and training of new volunteers
- Review new cases and assign appropriate volunteers, in consultation with the executive director
- Prepare and distribute assignment documentation
- Help develop initial case plans and ongoing strategies for advocacy
- Review and distribute volunteer court reports
- Maintain case files in office
- Attend court hearings when possible and track court dates
- Provide assistance and consultation for volunteers as needed and when requested
- Assist volunteers and office in completion of volunteer/case stat sheets
- Participate in volunteer evaluations as assigned by the executive director
- Oversee assigned mentors and assist with identified needs
- Attend staff meetings and assist in the evaluation of the program

- Attend in-service trainings and assist with coordination if requested
- Assist with volunteer appreciation events
- Provide office coverage as assigned by the executive director
- Complete work time sheets monthly
- Attend conferences/seminars/meetings as requested by the executive director
- Participate in performance evaluations of this position as directed by the executive director
- Other duties as may be assigned by the executive director or the chair of the board