



# Program Manager Job Announcement

## About the Position:

CASA Baltimore seeks a dedicated Program Manager to oversee and manage CASA of Baltimore's programming. The Program Manager is responsible for managing the Advocate Supervisors, ensuring the smooth and efficient functioning of the program, supervising a caseload of up to 10 volunteers, and meeting or exceeding the needs of CASA Baltimore and Maryland CASA. The Program Manager reports directly to the Executive Director.

## Qualifications:

- Flexibility with part-time hours, including frequent evenings and some weekends, with an ability to communicate effectively with the Executive Director and other CASA Baltimore staff regarding workload and schedule.
- Bachelor's degree in social work, human services, public administration, or related area. Master's degree preferred.
- Two years of related experience in management, a non-profit or public service agency, or an organization/division involved in human social services.
- The candidate will demonstrate strong skills in volunteer management, program planning, and child advocacy.
- Previous experience working with volunteers, knowledge, and understanding of child abuse and neglect, families in crisis, and other social services skills are given priority.
- Previous experience managing volunteers and working directly with children, specifically in the foster care system, is required.
- Must complete CASA Baltimore Pre-Service Training.
- Must pass a comprehensive background check.
- Strong written communication skills, including editing skills.
- Excellent oral communication skills, including the ability to present to diverse audiences under various circumstances.
- Competence in Microsoft Office suite and comfort in learning and utilizing new software programs.
- Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others.

## Preferred Skills:

Excellent written and oral communication, including presentation and training; attention to detail; highly organized; vision to identify potential and opportunity; ability to build and maintain consensus; ability to communicate with, supervise, and empower volunteers to be



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effective in their roles; knowledge and understanding of issues and dynamics within families in crises relating to child abuse and neglect.

## Essential Functions:

- Provide the orientation, training, and supervision for all program staff.
- Facilitate individual and group supervision of the Advocate Supervisors, working closely to create a sense of empowerment.
- Oversee general case management, ensuring confidentiality, adequate supervision, the safety of and best outcomes for each child.
- Monitor volunteer quality, retention, recognition, and support of volunteer advocates.
- Provide case consultation for complex cases or case mediation between Advocate Supervisors and Advocates; attend meetings for Advocate Supervisors when they are unavailable.
- Conduct annual performance evaluations and case documentation audits.
- Ensure all program policies and practices comply with CASA Baltimore and Maryland CASA standards.
- Represent CASA as a professional and positive liaison in court to the public, BCDSS and other child welfare agencies, the state's attorney's office, the private child welfare agencies, other government agencies, professional collaborations, and other relevant organizations.
- Complete special projects and tasks as assigned by the Executive Director

## Volunteers/Casework:

- Coordinate CASA's presence at court and necessary hearings.
- Review and submit court reports and attend court hearings as necessary.
- Consult with appropriate BCDSS staff regarding client needs and volunteer assignments.
- Meet with BCDSS management regarding program collaboration.
- Assist with yearly volunteer evaluations and follow-up.

## Strategic and Operational Plans:

- Assist in developing a long-range plan in cooperation with the Board of Directors.
- Develop yearly goals for the CASA program.

**Hours:** Part-time, flexible

**Compensation:** Competitive salary based on experience

**To Apply:** Please send a cover letter and resume to [admin@casabalt.org](mailto:admin@casabalt.org)