



CASA Program Manager Job Description

Position Title:	CASA Program Manager
Supervisor:	Chief Executive Officer
Position Classification:	Full Time
Status:	Salaried Exempt
Supervises:	Advocate Managers, CASA volunteers, Interns

Program Description

Virginia Beach Court Appointed Special Advocates (CASA), is a nonprofit organization that recruits, trains, and supervises community volunteers to advocate for abused and neglected children involved in the child welfare system.

Position Description

The CASA Program Manager's primary responsibilities include, but are not limited to, daily management of the CASA volunteer program, supervision of Advocate Managers, CASA volunteer supervision and training, liaison with the courts, judges, Virginia Beach Department of Human Services, the Department of Criminal Justice Services (DCJS), and other child serving agencies. The CASA Program Manager is principally responsible for supervising staff support to CASA Advocates, ensuring that children assigned to the CASA program receive appropriate advocacy services. The CASA Program Manager will supervise and conduct an annual evaluation of the Advocate Managers, in coordination with the Chief Executive Officer.

Program Manager Duties

- Provides supervision and training to Advocate Managers with case management tasks, volunteer informational sessions, training and retention, and program compliance with all local, state and national regulatory policies and procedures. Approves policy/procedures exceptions as needed.
- Serves as liaison to the Clerk's Office of the Juvenile and Domestic Relations Court, the Virginia Beach Department of Human Services, and affinity groups as identified by the Chief Executive Officer.
- Serves as lead in the absence of the Chief Executive Officer on programmatic issues/concerns
- Supervises accurate and comprehensive entry and maintenance of program data, and works with the Chief Executive Officer and/or the Director of Development on managing the data and outcomes for grants.
- Identifies areas of program weaknesses and proposes and implements solutions.
- Contributes to the development of program policies and procedures.
- Serves as an Advocate Manager on a modest case load (10-12 cases).
- Serves as the staff liaison to the Program Committee of the Board of Directors

Summary of Responsibilities

- **Advocate Recruitment and Selection.** Supervise CASA staff to carry out volunteer advocate recruitment activities in the community. Obtain approval from the Chief Executive Officer to train selected advocate candidates.
- **Advocate Training.** Oversee and lead the implementation of a pre-designed 30-hour pre-service training program for selected volunteer advocates, with the support of other CASA staff. Secure community professionals to contribute their expertise to the training curriculum as guest speakers/presenters. Prepare and update the training manual and materials as needed. Coordinate court induction/swearing-in ceremonies for volunteers who comply with all training requirements. Training must meet requirements outlined by National CASA (NCASAA), the

Department of Criminal Justice Services (DCJS), and other grantors. Plans and implements at least 12-hours of continuing education training annually. Oversees the compliance of each volunteer advocate with this annual requirement.

- **Advocate Management/Supervision.** Supports the Operations and Outreach Manager in preparing, presenting, and implementing measurable goals related to advocate recruitment, selection, training, support, and retention, as well as strategies and activities to achieve these goals. Ensures volunteers remain in compliance with background check screening requirements. Oversees annual or semi-annual review of volunteer advocate performance. Supervise, guide and support volunteer advocates in their case(s). Respond to questions and provide support promptly when requested. Provide positive and constructive feedback to volunteers frequently, and corrective feedback as needed. Monitor volunteer's activities for compliance with regulations (including VA Code, DCJS, and NCASAA). Apply corrective actions when regulations are breached. Review volunteer advocacy activities for completeness, thoroughness, and effectiveness. Attend court case hearings, meetings, and visits with volunteer advocates as necessary. Create a culture of support that will increase advocate and staff retention.
- **Case Management.** Consult with Court regarding needs for volunteer assignments. Assign active volunteers to ongoing caseload. Initiate notifications to case agencies and parties when case is opened. Keep Chief Executive Officer informed of any problems or concerns involving CASAs or others which might have a negative impact on the organization. Read, edit, and prepare CASA case reports for the court and ensure timely submission to the court. Maintain case and CASA volunteer related information in the organization's program database in a timely manner.
- **Diversity, Equity, Inclusion.** Design and implement program policies and procedures that encourage volunteer and staff diversity, promotes equity among CASA cases and volunteer advocates, and includes perspectives from different cultures and identities. Collaborates with staff, volunteers, board members, and community groups to achieve this goal.
- **Institutional Relationships.** Cultivate relationships with Courts, DHS, GALs, Schools, providers, etc.

Core Competencies

- Capacity to supervise, coach, give constructive feedback, and support the work of staff and volunteers and to apply corrective actions when necessary. Maturity to receive constructive feedback from both internal and external stakeholders.
- Ability to maintain a professional, courteous, positive and collaborative relationship with professionals.
- Aptness to work harmoniously and effectively with different personalities and individuals from diverse backgrounds.
- Ability to independently prepare, implement, and assess plans with multiple goals and deadlines.
- Capacity to identify and communicate opportunities for improvement, including issues that might have a negative impact on the organization.
- Possess the influence and ability to speak in public about the program.
- Capable to conduct interviews to select volunteers based on a predefined criterion, and understanding of their ability to meet the job requirements.
- Capacity to plan, prepare, and facilitate an extended training program as well as continuing education opportunities.
- Understanding of laws and regulations, as well as organizational and grant policies.
- Ability to read, edit, prepare, and submit a significant amount of complex and detailed reports.
- Aptitude to maintain and grow knowledge in relevant areas. Research and learn how to do new things. Quick technological adopter.

Education and Experience

- Bachelor's degree in Social Sciences, Human Services or related areas, or an equivalent combination of education and experience required.

- 3 - 5 years of supervisory experience or nonprofit management experience required.
- Professional knowledge of child abuse & neglect, juvenile law & justice, the foster care system, court proceedings and timelines, trauma, ACEs, attachment theory, resilience, domestic violence, addiction, substance dependency/use disorder, and poverty issues preferred.

Physical Demands and Work Environment

The employee is occasionally required to stand; walk; sit; use hands to handle or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch, or crawl; talk or hear within normal range for telephone use. The employee must be able to regularly lift and/or move up to 50 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, extensive reading, and driving. Occasional high stress work may be required in dealing with volunteers/staff. Nights and weekends required.

Salary range: \$50,000-\$60,000

Equal Employment Opportunity

Virginia Beach CASA is an equal opportunity employer. Virginia Beach CASA prohibits harassment and/or discrimination of any applicant or employee on the basis of race, religion, color, gender, national origin, disability, sexual orientation or any other basis made illegal by the laws of the United States or of the Commonwealth of Virginia.

Submit Cover letter/resume to KKosky@vbgov.com. Resumes accepted through July 11, 2025.