

Hall-Dawson CASA Program

Advocacy Director

Job Description

Vision: To provide well trained and supported child advocates to speak for the best interest of abused and neglected children in the Hall and Dawson counties' Juvenile Court dependency proceedings until the child is in a safe, loving, and permanent home.

Position Goal: To ensure high quality outcomes to meet the needs of the Juvenile Court and the children to whom we are appointed through supervision and leadership that promotes professional, accurate, efficient, consistent, compliant, creative, and caring program delivery.

Supervised by: CEO/Executive Director

Supervises: Child Advocacy Coordinators, &/Staff Attorneys, Legal Advocacy Coordinator & VOCA Project Coordinator

Measurable Performance Outcomes will be developed and routinely reviewed, impacting annual performance evaluation rating.

Child Advocacy

- Exhibit leadership in structuring and managing collaborative processes that promote exemplary child advocacy as demonstrated by staff and volunteers insuring contemporary, creative, effective, and appropriate strategies and activities.

Volunteer Program Quality Assurance

- Embed collaborative strategies that will result in a sufficient number of well-trained, supervised volunteers who are available and performing their duties according to established policies, procedures, and best practices for 100% of the cases assigned by Juvenile Court. While working to achieve this outcome, the Advocacy Director will document use of creative collaboration with the CEO/Executive Director, the Program Operations Coordinator, and Child Advocacy Coordinators, as well as resources of National and Georgia CASA.
- Collaborate with Program Operations Coordinator to ensure the volunteer program includes excellent recruitment, training, retention, communication, support, and recognition systems or activities that are operational annually.
- Develop Child Advocacy Coordinators by engaging in supervision, coaching and mentoring; promoting ongoing development opportunities; and enabling communication, organizational tools, and team building strategies that result in empowered volunteers with needed skills, adequate resources, accessible guidance, mutual respect, regular appreciation, strategies for problem solving, and ongoing emotional support.

Volunteer Program Quality Assurance.....continues

- Utilize Volunteer Program evaluation information and tools to improve, celebrate and/or increase satisfaction and performance of CASA Volunteers, their supervisors, and the delivery of CASA services, in general. (Evaluation includes, but is not limited to formal interviews, written surveys, internal or external self-assessments, routine interactions or incidents, statistical data and outcomes, and recommendations)

Program Management

- The performance of team members supervised by the Advocacy Director demonstrates their clear understanding of their responsibilities and roles, which will be exhibited by their consistent use of and compliance with proper policies, procedures, and best practices aligned to the mandates of National and Georgia CASA entities, laws, and agreements with the Juvenile Court System and the State of Georgia, mandates of funding sources and requirements specific to the Hall-Dawson CASA nonprofit organization, including Strategic Plan Goals & Objectives.
- Using an appropriate balance of face-to-face and electronic options, carry out strategies and practices to achieve, maintain, and promote effective program delivery, outstanding communication, performance evaluation, and continual improvement, such as but not limited to:
 - a) Establishing specific key performance results for each position and review no less than semi-annually; include performance objectives/results in the annual performance evaluation for each position, which are conducted by Advocacy Director
 - b) Quarterly meetings specifically focused on adherence to the strategic plan
 - c) Face-to-face program team meetings no less than monthly
 - d) Developing a process and tools/form(s) that captures outcomes and follow-up from supervisory meetings/conferences with individual team members that will confirm notification, confidentiality, purpose, issues addressed, action/task requirements or opportunities, training or supervisory assistance, mentoring-coaching options, follow-up, commendations or consequences.
- Communicate regularly with CEO/Executive Director including troubleshooting and managing urgent matters, providing written, monthly reports to CEO/Executive Director that are formatted with sections that align to Advocacy Director job description duties, or as specified by the CEO/Executive Director to support reports to the Board of Directors, grant or other funding sources, to monitor progress in the strategic plan and annual work plans, etc.
- Implement and monitor policies and procedures and practices, ensuring potential areas of risks and liabilities are eliminated and consistent quality is promoted
- Ensure accurate and compliant data systems, data results, reports and analytical use of data to properly deliver program and improve outcomes for children; collaborate with all positions that have associated duties/roles aligned to data collection and reporting; ensure adherence to grant mandates and guidelines
- Conduct program evaluation including established or required surveys, anecdotal experiences, and the performance benchmarks established by the CEO/Executive Director and the Board of Directors.

Preferred Skills and Knowledge:

- Understanding of Georgia and National CASA Standards
- Understand the court system, players, and process
- Understanding of grant requirements
- Ability to build and maintain relationships with internal and external stakeholders
- Knowledge of human resource management, including training and development
- Ability to lead in Strategic Plan implementation, progress monitoring, and reports
- Flexibility and insight to make adjustments in key areas as warranted
- Organization
- Effective problem solving tactics and use of written and verbal communication skills
- Written and verbal skills with associated analytical and documentation skills
- Professionalism that includes, but is not limited to, understanding boundaries, forgiveness, consistency, active listening, keen observation, teamwork values, role modeling, recognition of others, and leadership attributes