Program Manager Job Description

Job Title:	Program Manager	**Position Type:**	Salary/Exempt
Department/Group:	Program/Reports to Executive Director	**Hours/Week**	Full Time: 40 Hours/Week
Supervision Responsibility:	Leads, Manages, and holds Accountability for Program Division across three counties	**Travel Required:**	Regular travel between Barry, Eaton, and Ingham Counties
Minimum Qualifications:	3 years of leadership and management experience 3 years of advocacy experience Bachelors Degree	**Level/Salary Range**	Start Range: $60,000-62,500 commensurate with experience Employer Paid Health Benefits Employer Paid Disability Employer Paid Life Insurance Compensatory Time Option Retirement account match
Date posted:	12.1.25	**Posting Expires**	12.19.25
Geographic Service Region:	Primary office: Ingham County Service Region: Ingham County, Barry, Eaton & Surrounding Counties		
Mission:	The mission of CASA for Kids, Inc. is to provide volunteer advocates to work independently for the best interests of each child of service coming within the jurisdiction of the Barry, Eaton, & Ingham County Courts.		
E-mail: rachelswedburg@casaforkidsinc.org **Subject Line:** Program Manager **Do not fax or mail.**			
General Description: The Program Manager oversees CASA's service delivery in Barry, Eaton, and Ingham Counties, ensuring high-quality advocacy for children and families involved in the child protective system. This leadership position plays a critical role in shaping program strategy, managing staff performance, ensuring service quality, and strengthening partnerships across the tri-county region. The Program Manager supervises the Program Coordinators and Supervisors. Core responsibilities include strategic program leadership, staff management (LMA framework), quality assurance, oversight of volunteer management, data integrity, process improvement, child welfare research, and relationship building with courts and community partners.			

Required Skills, Knowledge/Personal Qualities:

1. Knowledge of the child protective system, family dynamics, and court processes.
2. Proven mid-level management and supervisory experience.
3. Strong written, verbal, and interpersonal communication skills.
4. Proficiency in data tracking, reporting, research interpretation, and process improvement.
5. Ability to lead, manage, and hold staff accountable using the LMA framework.
6. Demonstrated experience with program development and quality assurance.
7. Ability to represent CASA professionally and build community trust.
8. Commitment to CASA for Kids' mission, values, and service excellence.

Core Responsibilities

Strategic Planning & Organizational Leadership

- Partner with the Executive Director to align program goals with CASA's strategic plan and long-term vision.
- Lead the development and implementation of strategic initiatives that strengthen program outcomes and organizational sustainability.
- Provide leadership in evaluating program performance and identifying opportunities for innovation and growth.
- Contribute to organizational decision-making, representing the program perspective in leadership meetings.
- Support management efforts to improve communication, collaboration, and team culture across departments.
- Foster a culture of accountability, inclusion, and continuous improvement within the program team.

Child Welfare & Research Development

- Maintain up-to-date knowledge of child welfare policies, trends, and evidence-based practices related to children and families involved in the child protective system.
- Lead program evaluation and research initiatives to inform best practices, process improvements, and program innovation.
- Collaborate with internal and external stakeholders to collect, analyze, and interpret program data for continuous quality improvement.
- Identify research opportunities to support advocacy, community engagement, and volunteer training initiatives.
- Ensure staff are informed and trained on evolving child welfare policies, court practices, and research-informed interventions.
- Translate research findings into actionable strategies that enhance program outcomes and service effectiveness.

Leadership, Management, & Accountability (LMA)

- Supervise, coach, and evaluate Advocate Supervisors, the Education Coordinator, and Program Coordinators.
- Ensure alignment with CASA's mission, values, and service standards.
- Oversee caseload distribution and volunteer management quality.
- Conduct case reviews and ensure compliance with standards.
- Provide direct coverage for Coordinators as needed.
- Conduct annual evaluations and support staff development planning.
- Maintain staff files and ensure HR compliance for the program team.

Data Management & Quality Assurance

- Oversee and maintain the data management system, train staff in accurate use quarterly.
- Oversee data integrity for reporting, grants, and outcome tracking.
- Oversee court data.
- Identify and implement continuous quality assurance improvements across counties.
- Ensure program standards are met consistently across staff, volunteers, and services.

Program & Process Development

- Lead the design, evaluation, and implementation of efficient and consistent program processes across all counties.
- Develop systems and tools that improve staff accountability, volunteer support, and program workflow.
- Standardize documentation, reporting, and service delivery procedures to ensure compliance and continuity.
- Collaborate with leadership to identify emerging needs, innovate solutions, and align processes with strategic goals.
- Facilitate cross-county communication to ensure shared learning and consistent application of best practices.
- Analyze performance data to refine practices, streamline case flow, and enhance volunteer and staff experience.
- Partner with the Executive Director to develop long-term program goals, evaluation methods, and success metrics.

Partner Relations & Community Engagement

- Cultivate and maintain strong, collaborative relationships with court officials, DHS and CPS staff, service providers, schools, and community organizations.
- Represent CASA in professional and public settings, ensuring the organization is a respected voice within the child protective system.
- Develop and lead community education initiatives to promote understanding of CASA's mission, volunteer opportunities, and program impact.
- Identify and pursue opportunities for new partnerships, collaborative projects, and shared resource initiatives.

- Actively participate in community coalitions, local task forces, and cross-agency working groups to strengthen systemic advocacy for children and families.
- Address interagency issues promptly and diplomatically, maintaining CASA's reputation as a trusted and solutions-focused partner.

Commitment to CASA's Mission and Values:

- Deep understanding of and alignment with CASA for Kids' mission, values, and a commitment to advancing the well-being of children and families through sound operational support.

Individuals who do not adhere to the policies and procedures or who fail to perform their assignments satisfactorily are subject to corrective action up to and including dismissal. Individuals needing corrective action will be asked to adhere to an improvement plan. Dismissal of program staff and volunteers is within the discretion of the Executive Director.

CASA's personnel policies do not create a contractual relationship between an employee and CASA for Kids, Inc. Barry, Eaton & Ingham (CASA). All CASA employees are employed at the will of CASA, and either the employee or CASA may terminate the relationship at any time, with or without notice and with or without cause. (staff)

The above statements describe the general nature and level of work being performed by the people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. They may change at the discretion of the incumbent's manager/supervisor.

CASA is an Equal Opportunity Employer. I have received and reviewed the Program Manager Job Description, and I certify that I am able to complete the essential functions of the job with or without accommodations.

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Signature Date