



PROGRAM MANAGER JOB DESCRIPTION

POSITION OVERVIEW

Position:	Program Manager
Company:	CASA of Kent County
Location:	180 Ottawa Ave NW, Suite 5200, Grand Rapids, MI 49503
Reporting to:	Executive Director
Pay Range:	\$60,000 - \$70,000, exempt
Terms:	Fulltime, onsite
Benefits	4 weeks (160 hours) PTO, holiday pay, 401k, Health, dental, and vision insurance

ABOUT CASA OF KENT COUNTY

CASA of Kent County is a nonprofit organization dedicated to advocating for the best interests of children who have experienced abuse or neglect as they navigate the family court system. Our mission is to empower community members to serve as advocates and voices for these children in court, ensuring they have the support and representation they need to thrive. Our vision is simple yet powerful: *A voice for every child.*

CASA trains volunteers to investigate, facilitate, advocate, and monitor services for children who are wards of the court due to abuse and neglect. CASA volunteers present first-hand information and observations to help judges make the very best decisions about children's futures. Community impact studies prove that children served by a CASA spend less time in long-term foster care and are less likely to reenter the child welfare system.

At CASA of Kent County, we use the Entrepreneurial Operating System (EOS) to drive clarity, accountability, and alignment in our organization. EOS provides a simple, proven framework for setting clear priorities, fostering open communication, and ensuring everyone is working toward the same goals. By running on EOS, we empower our team with effective tools and processes that encourage collaboration, streamline decision-making, and create a culture of transparency and focus. Joining our team means being part of an organization that is committed to continuous improvement and achieving meaningful impact through a shared vision and disciplined execution.

OUR CULTURE

CASA of Kent County firmly believes that every child deserves a voice and that best-interest advocacy is the best way to provide that voice. This core belief drives us to be a high-performing, focused organization that values structure and accountability. We set long-term targets, shorter-term plans, and quarterly goals that help us clearly know where we're going and how we're going to get there. Our core values permeate the work that we do and how we interact with each other. Those values are:

- Be Curious
- Forge Community Connections
- Strive for Excellence
- Take the Next Right Step
- Believe in CASA's mission

POSITION SUMMARY

The Program Manager provides strategic leadership and ensures program excellence through quality assurance, compliance with state and national standards, and continuous improvement of processes and policies.

As a key leader, the Program Manager supervises program staff, oversees volunteer training and engagement, and builds strong relationships with stakeholders, including court and child welfare partners. By staying informed on child welfare advancements and trends, the Program Manager aligns CASA's efforts with best practices and community needs.

This role contributes to CASA's overall strategy as a member of the leadership team, promoting the organization's vision through effective planning, collaboration, and innovation.

KEY RELATIONSHIPS

The Program Manager collaborates with the Advocacy Manager and other program staff to ensure program effectiveness and volunteer success. This role works closely with the Executive Director and leadership team to align program objectives with organizational goals and serves as a key liaison with judges, attorneys, and child welfare partners to advance CASA's mission.

RESPONSIBILITIES

- **Strategic Planning and Organizational Leadership**
 - Promote and model adherence to CASA's EOS framework
 - Contribute to organizational strategy as part of the leadership team.
 - Help set and achieve long-term, mid-term, and short-term goals.
 - Identify and prioritize quarterly objectives.

- Address opportunities and challenges.
- **Supervision & Team Leadership**
 - Directly supervise the Advocacy Manager and Volunteer & Program Coordinator.
 - Implement the EOS model for the program team.
 - Lead meetings that foster collaboration and accountability.
 - Set quarterly objectives that align with organizational priorities.
- **Quality Assurance & Program Excellence**
 - Ensure compliance with National CASA standards and Michigan laws.
 - Monitor program activities to guarantee effective advocacy.
 - Develop, review, and update standard operating procedures.
 - Review, update, and maintain volunteer policies.
 - Regularly gather feedback through stakeholder surveys.
 - Explore, implement, and refine program improvements and processes.
- **Child Welfare Research & Development**
 - Stay updated on child welfare news, research, advancements, and trends.
 - Attend trainings and participate in collaborative groups.
 - Share insights with the team to improve advocacy.
- **Stakeholder and Partner Relationships**
 - Build relationships with judges, attorneys, and agency personnel.
 - Collaborate with external partners and participate in local child-welfare gatherings to enhance CASA's reputation in the community.
 - Present information about CASA at various events.
- **Volunteer Stewardship**
 - In conjunction with the Marketing Department, create a plan for communication with prospective volunteers and track engagement.
 - Address volunteer challenges, including mediation, dismissal, or rejection.
 - Support staff in handling sensitive volunteer-related issues.
 - Lead a team in planning and executing two annual events: the volunteer appreciation dinner and the volunteer/child holiday party.
- **Volunteer Training Oversight**
 - Ensure robust initial training and continuing education for volunteers.
 - Assess and continually improve curriculum and delivery to address gaps and needs.
- **Program Data Management**
 - Ensure data integrity through regular reviews and monitoring.
 - Pull and prepare reports for CASA leadership, the court, and grants.

- Maximize potential by identifying and implementing improvements for data collection, reporting, and analysis.
- **Other responsibilities**
 - Perform various duties as assigned by the Executive Director.
 - Attend and assist with two to four CASA fundraising events.

QUALIFICATIONS

- **Education and Experience**
 - Bachelor's degree in social work, human services, public administration, or a related field preferred.
 - Minimum of five years of professional experience in program management, child welfare, or a related field.
 - At least three years of supervisory experience, including managing teams and fostering professional development.
 - Proven leadership experience, effectively aligning team efforts with organizational goals
- **Technical Skills**
 - Proficiency in Microsoft Word, Excel, and Outlook.
 - Experience with database management and reporting.
 - Ability to leverage technology to enhance efficiency and streamline workflow.
- **Communication and Interpersonal Skills**
 - Exceptional written and verbal communication skills.
 - Confident and effective public speaker, able to represent CASA in meetings and at events.
 - Ability to interact effectively and diplomatically with a diverse range of stakeholders, including judges, attorneys, volunteers, and community partners.
 - Strong relationship-building skills, with an emphasis on professionalism and cultural humility.
 - Adept at resolving conflicts, mediating issues, and handling sensitive situations with discretion.
- **Organizational and Professional Skills**
 - Excellent organizational skills and attention to detail.
 - Ability to manage multiple priorities, set goals, and meet deadlines.
 - Strategic thinker with strong problem-solving skills.
 - Commitment to continuous improvement and professional growth.

APPLICATION PROCESS

Apply using [this link to Indeed](#).

CASA of Kent County is dedicated to fostering a diverse and inclusive workplace that reflects the community we serve. We encourage individuals from all backgrounds to apply.

CASA is an equal opportunity employer.