

## PROGRAM DIRECTOR (Part-Time or Full-Time) | Job Description



Child Advocates of SW Connecticut (CAC) is a nonprofit organization with a mission to transform the lives of vulnerable children and youth by providing trained and supervised one-on-one volunteer advocates in the courtroom and community. We are seeking a Program Director who will play a key role within the program team, managing a case load, providing key volunteer supervision and support, and working in partnership with the team to ensure successful organization outcomes. It is an exciting time to join the CAC team as you will have a direct impact on the trajectory of the work and the organization as we continue to deepen our impact.

This position can be negotiated as part time or full time. The hours are flexible, based on the needs of the candidate and the organization. This position does require flexibility in being available evenings and weekends on occasion, when urgency is needed in regard to the advocacy and support of a child.

This position reports to the CEO. Responsibilities include, but are not limited to:

### Case management & volunteer supervision

- Conduct case intake from all sources; in coordination with the program team, review case referrals and assign an optimal CAC volunteer with sensitivity to the needs of the child(ren).
- Originate new cases through development and maintenance of positive working relationships with panel attorneys, Probate Court personnel, Department of Children & Families social workers (DCF), social service agencies, and other community providers.
- Supervise volunteer performance; provide ongoing oversight, review and evaluation of each volunteer to ensure high quality advocacy; provide ongoing advice, support, feedback and encouragement; help volunteers develop initial case plan and on-going strategies for advocacy; assist volunteers with communications to providers in their cases.
- Ensure familiarity with all three CAC program areas (Probate, Child Protection, CACY), and serve as lead with CAC's Child Protection cases; attend all child protection proceedings, case status conferences, DCF meetings, PPT's, and any other meetings as needed, or as a substitute for volunteer.
- Assist volunteers with court reports, review and edit all court reports before filing, and ensure that court reports are submitted to all parties as needed prior to hearings.
- Upload court reports and all case documents to CAC case management software (including TurboCourt if needed for probate cases); track court dates, notify volunteer about court dates and changes.
- Approve volunteer contact logs through CAC's case management software; maintain accurate and confidential case records and volunteer personnel records through CAC's case management software.

### Volunteer Recruitment and Training

- In partnership with the program team, screen and interview potential volunteers; work with the program team to match volunteers with cases.
- In partnership with the program team, develop and facilitate CAC's pre-service volunteer trainings; organize, plan and facilitate all in-service and ongoing trainings for volunteers.
- Ensure volunteer retention and appreciation; nurture relationships and model CAC values.
- Create and implement recruitment strategies to maintain a strong base of diverse, high quality volunteers.

### Community outreach and communications:

- Develop and maintain positive working relationships with DCF, court personnel, and other social service and community providers to effectively advocate for services to meet the needs of children and families.
- Maintain up to date and ongoing knowledge of child placement options, level of care, community providers and local resources; maintain knowledge of court procedures and DCF policies and procedures.
- Research and remain current on topics and issues related to effective advocacy for CAC cases; incorporate into volunteer trainings and in-services; work with staff team to communicate externally.
- Assist CEO in public education about CAC program, goals and objectives; participate in funder/donor/supporter "site visits" and/or meetings as requested.

- Serve as a “good-will” ambassador for CAC and a positive representation of CAC to public and volunteers; build relationships with local service providers and help build awareness of CAC programming; participate on committees and at meetings as necessary as a representative of CAC.

**Data collection and reporting:**

- Maintain accurate case records through CAC’s case management software.
- Collect volunteer data as required by State of Connecticut Judicial Branch and CAC.
- Provide information, data and reports to the CEO as required.

**What you bring:**

- Commitment to CAC’s mission and work; experience, and/or awareness and active learning in anti-racism, white privilege, racial equity and DEI related work.
- High emotional intelligence; ability to listen and understand the nuances of relationships; outstanding relational, interpersonal, collaboration, and teamwork skills, with stakeholders at all levels.
- Leadership style as a coach, mentor and guide to provide support and ensure others are able to show up as their best selves.
- Demonstrated ability to be flexible and embrace the unknown with grace and a positive outlook; feels comfortable operating without rigid structure and can thrive within and communicate nuanced and complex relationships and environments.
- Strong organizational and prioritization skills with ability to problem solve and handle multiple tasks at once, working both independently and collaboratively.
- Detail oriented; comfortable learning database and administrative systems for case tracking and data reporting; excellent oral and written communications skills.
- Commitment to continuous improvement; independently seeks out new and different perspectives and insights.
- Must be able to maintain a high level of confidential; demonstrated maturity and sound judgement.
- Bachelor’s degree preferred; experience in legal-related field and/or social service-related field highly preferred; familiarity with child welfare systems, child and youth advocacy, and community resources and supports is advantageous.

**What we offer:**

This is an exempt position with a full-time base salary range of \$70,000 – 90,000 based on experience. We offer generous holiday and PTO, professional development opportunities, and continuously seek to provide an inclusive working environment.

**How to apply:**

Please submit a resume and cover letter to [bmcneil@ctchildadvocates.org](mailto:bmcneil@ctchildadvocates.org). Offer of employment is subject to the completion of a background check.

Child Advocates of SW Connecticut is an Equal Opportunity Employer.  
**We seek, and welcome, a diverse pool of candidates.**