

PROGRAM MANAGER (Part-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 volunteer advocates in the courtroom and community. We are seeking a part time Program Manager who will play a key role within the program team, providing high level administrative 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 is a 20 hr/week position. The hours can be flexible and negotiated based on the needs of the candidate and the organization. This position does require flexibility in being available on occasional evenings to attend and/or support meetings or events.

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

Management of Cases & Volunteer Data:

- Serve as the CAC point person for Optima Case management software for all volunteers and CAC staff. Become fluent in utilizing this system, testing and trouble-shooting, pulling reports, submitting help desk tickets and working with Optima programmers and sales staff to problem solve.
- Maintain accuracy of all volunteer data and case management data.
- Proactively inform and remind volunteers of Optima tasks. Ensure accuracy of case and volunteer data in Optima on an ongoing basis. Conduct volunteer training and support on Optima, both during pre-service sessions and 1:1 as needed.
- Provide timely and accurate monthly and quarterly data reports to the Program Director and CEO. Proactively problem solve to support CAC's evolving and expanding needs around data and reporting.
- Capture and maintain qualitative data through developing short narratives and stories that highlight the work and impact of volunteer child advocates.
- Develop and implement surveys or forms as needed to gather data and information.

Volunteer Communications & Support

- Manage and oversee CAC's resource library for volunteers. Maintain accurate and up to date listing on the secure volunteer webpage of new and ongoing community resources. Connect with community providers and others as necessary.
- Develop and manage a regular volunteer "newsletter" communication with reminders, updates, events, logistics, resources, etc. Conduct continuous research for articles and news related to CAC's work to distribute internally and externally with volunteers.
- Serve as CAC point person for current and new program partners that support volunteer advocates and the children we serve. Such as, One Simple Wish and Together We Rise. Conduct ongoing research to explore new opportunities for partnership, and support volunteers in accessing these opportunities for the children in their case.
- Provide all administrative and operational support for volunteer recruitment and training. This includes but is not limited to: alerting Program Director of new volunteer applications; tracking and communicating with applicants through the process; managing background checks; securing date, time, location and coordinating all logistics for pre-service training sessions; keep all curriculum and training materials organized and up to date on Dropbox; implement Optima training for new volunteers and any other curriculum components as necessary.
- Develop and manage all in-service offerings with guidance from Program Director. Research and initiate in-service topics, presenters and facilitators, and coordinate all logistics including: pre and post communications with volunteers; providing technical support; facilitating the sessions; track attendance and approve volunteer training logs.
- Support volunteer recruitment strategies with outreach, communication, attending community events as needed, etc.

Other Program Support:

- Engage as an active and inclusive team member, providing support as requested to ensure smooth program systems and operations.
- Develop and maintain positive working relationships with DCF, court personnel, and other social service and community providers as needed, to effectively support.
- Assist the program team with research, remaining current, and building relationships with local service providers to help build awareness of CAC program.
- Provide assistance and support as needed at all CAC events (fundraising, community, volunteer, etc.).
- Serve as a “good-will” ambassador for CAC and a positive representation of CAC to public and volunteers; participate on committees and at meetings as necessary as a representative of CAC.

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 DEIB 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.
- Exceptional organizational, detail-oriented, administrative skills with relentless and pro-active problem solving abilities.
- 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.
- Ability to prioritize and handle multiple tasks at once, working both independently and collaboratively.
- Comfortable learning database and administrative systems for data tracking and reporting; excellent communications skills.
- Commitment to continuous improvement; independently seeks out new and different perspectives and insights.
- Must be able to maintain a high level of confidentiality; demonstrated maturity and sound judgement.
- Bachelor’s degree preferred; experience in 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 part-time (20 hrs/week) salary range of \$30,000 – \$35,000 based on experience. We offer generous holiday/PTO and professional development opportunities, and continuously seek to provide an inclusive working environment. There is opportunity for growth as the organization grows and evolves. This position is fully remote with approximately 2-5 in person meetings per month in Fairfield County.

How to apply:

Please submit a [resume and cover letter](#) to 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.