

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **CASA PROGRAM MANAGER – SUPERIOR COURT**

Spec No. 2385

#### **BASIC FUNCTION**

To plan, coordinate, and manage the Court Appointed Special Advocate (CASA) program of Superior Court.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Plans, coordinates and manages administrative operations and program activities of the CASA program; coordinates divisional activities with the Courts, Detention, Probation, Prosecuting Attorney's Office, law enforcement agencies, Washington Department of Social and Health Services (DSHS), and other agencies.
2. Plans, organizes, coordinates and supervises the work of Program Coordinators and support staff. Routinely monitors and reviews work of all staff and volunteers, including interpretation of policies and procedures and creation of work plans. Provides coaching, feedback, and corrective action if required to all direct reports and volunteers.
3. Evaluates and identifies contract attorneys who provide representation for CASA volunteers in Superior Court hearings, trials, depositions, related motions and settlement conferences.
4. Reviews staff decisions in relation to department policies, procedures and objectives; provides guidance in crisis management and conflict control and resolution methods between lead and line staff; manages training program for new and existing divisional staff and volunteers.
5. Develops, recommends and implements divisional program objectives, operational policies, procedures and work standards; analyzes current practices to ensure compliance with statutory requirements, labor agreements, department standards, court standards and county codes, and grant requirements.
6. Develops and plans for on-going programs; manages and coordinates programs and projects to achieve goals within budgeted funds and available personnel; oversees and coordinates programs plans, future needs, goals and objectives.
7. Participates in the development of the department budget as necessary, and/or makes recommendations, monitors and authorizes expenditures; prepares grant applications and reports, compiles necessary data.
8. Coordinates program services with other department units, outside agencies and municipalities; participates in negotiating contracted services and preparing contracts.
9. Screens and authorizes volunteers and professionals, including student interns, who work within the CASA program; provides oversight and supervision to work done by volunteers.

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#### **STATEMENT OF ESSENTIAL JOB DUTIES** (Continued)

10. Establish working relationships with community and governmental agencies, and the general public. Responsible for identifying and using community resources to support program operations; and market program services in local and community media. Coordinates community-based programs, gives presentations regarding program services and activities, and assists in the development of services for dependent youth.
11. Develops divisional programs and prepares grants; monitors and initiates program changes as necessary, maintains reports and reports data to local, regional and national CASA programs.
12. Performs related duties for the Assistant Administrator for Juvenile Court Operations in his/her absence.
13. Serves as a member of department's management team.
14. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

A Bachelor's degree in psychology, social welfare or other field directly related to social services work; specifically domestic violence, substance abuse, child abuse/neglect, and mental health issues; AND four (4) years of related work experience; AND, one (1) year experience in supervision OR, any equivalent combination of experience and/or training that provides the knowledge and skills. Must pass job-related tests.

#### **SPECIAL REQUIREMENT**

Pass a criminal background investigation, reference verification, polygraph examination, psychological and a physical health screen.

A valid Washington State Driver's License is required for employment.

Must complete Criminal Justice Training Commission Supervisory Training within one (1) year of employment.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- rules, guidelines and practices for Guardians Ad Litem (GALs)/CASAs; family social work principles, including domestic violence, substance abuse, child abuse and neglect, and emotional/psychological disorders

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#### KNOWLEDGE AND ABILITIES (Continued)

- the judicial and criminal justice systems
- mental health, drug abuse and alcohol treatment systems
- local, state and federal social service resources and agencies
- basic principles of program planning and supervision
- principles and practices of training facilitation adult learning
- the court system, including roles and responsibilities of court departments and related agencies, key players, and case flow
- office procedures and practices
- community resources

#### Ability to:

- supervise, coordinate and evaluate the work of subordinate employees
- establish and maintain effective working relationships and build effective teams
- conduct public presentations to small or large groups
- express ideas and recommendations clearly and effectively both orally and in writing
- communicate effectively with people regardless of age, sex or social, economic or cultural background including persons with social or behavioral problems
- plan, coordinate and organize the operations of the program
- apply counseling and crisis intervention techniques
- effectively keep accurate records and write reports
- read, interpret and apply laws, rules, regulations and legislation including county personnel rules and labor agreements
- maintain confidentiality on sensitive matters
- increase Program Coordinators' skills in managing cases through their VGALs
- establish and maintain effective working relationships with criminal justice system officials, community organizations and agency staff, associates, other county employees and the public
- maintain detailed records and prepare clear, concise written reports
- analyze, organize and prioritize work; adapt to changes in work load demands; multi-task and follow through to meet multiple deadlines
- use computers with various hardware and software applications

#### SUPERVISION

Employees report to an Assistant Administrator. The work is performed with considerable independence in accordance with established policies and procedures, broad policy statements, and/or general goals and objectives.

#### WORKING CONDITIONS

The work is performed in the usual office environment.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: April 2017

EEO Category: 2 - Professionals

Pay Grade: 245 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous