



## **PROGRAM ASSOCIATE JOB DESCRIPTION**

*Child Advocates' mission is to provide stability and hope to children who have experienced abuse and neglect children by being a powerful voice in their lives.*

**Supervisor:** Case Assessment Program Supervisor  
**Status:** Full-time non-exempt position

### **POSITION PURPOSE:**

This position provides support to the Programs Team. The Program Associate reports to CAP Supervisor and works collaboratively with the Specialists, Mentors, CAP team, NAVs and interns to assist in managing the database on behalf of the agency. This role has direct impact on the assignment of CASAs to children.

### **PROGRAM RESPONSIBILITIES:**

- Maintain the agency assignment process; proactively interface with Specialists and Mentors to ensure accurate assignment and closure of cases
- Process and distribute the minute orders.
- Process all case status changes that are closing and the notification process to appropriate parties
- Manage digital SW Report and distribute
- Track & Report results daily/monthly
- Collaborate with Partners on digitizing files.
- Redirect Children & Family Team meeting Notices (CFT) to Specialist's
- Manage assignments in alignment with National CASA standards and California W&I code 5.655
- Participate in special projects as assigned

### **QUALIFICATIONS:**

- Minimum education of a high school diploma, or equivalent combination of education and experience
- Minimum of three years of directly related work experience, e.g. volunteer support, office support and systems development
- Strong organizational skills, ability to manage multiple tasks and projects of varying complexity concurrently
- Demonstrated ability to establish and maintain effective working relationships with individuals at various levels of responsibility (volunteers, agency staff, etc.)
- Demonstrated ability to handle sensitive, confidential information
- Excellent interpersonal, verbal and written communication skills
- Demonstrated ability to multi-task and prioritize activities
- Demonstrated organizational skills, ability to manage details accurately
- Demonstrated ability to work well as part of a team
- Skilled in use of Microsoft office products and databases

**DESIRED QUALIFICATIONS:**

- Bilingual/bicultural
- Non-profit experience
- Advocacy experience
- Direct experience working with the Juvenile Dependency System

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Employee Name (Print)

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Date

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Employee Signature