



CHESTERFIELD CASA

Program Director

Reports To: Executive Director

Status: Exempt, Full-Time

Supervises: Advocate Supervisors, Volunteer Advocates

Work Schedule: Hybrid; some evenings and weekends required

Travel Requirements: Regular local travel required

About Chesterfield CASA

Chesterfield CASA (Court Appointed Special Advocates) is a nonprofit organization dedicated to advocating for the best interests of children who have experienced abuse or neglect in the juvenile justice and child welfare systems. Our trained volunteer advocates give abused and neglected children a voice in court and in the community, working to ensure every child has the opportunity for a safe, stable, and permanent home.

Position Overview

The Program Director is a key member of the Chesterfield CASA leadership team, providing strategic and operational direction for all program activities. This position leads the volunteer program from recruitment through advocacy, ensures compliance with National CASA Association standards and Virginia DCJS regulations, and advances the organization's mission through community partnerships and data-informed decision-making. The Program Director works closely with the Executive Director to shape organizational strategy, build a high-performing team, and grow Chesterfield CASA's impact on the children and families it serves.

Key Responsibilities

Strategic Leadership & Organizational Management

- Serve as a senior member of the leadership team; contribute to organizational strategic planning, policy development, and long-range goal setting in partnership with the Executive Director and Board of Directors.
- Translate organizational vision and strategic priorities into actionable program plans with measurable outcomes and timelines.
- Identify program trends, emerging needs, and areas for improvement; develop and implement solutions that strengthen program quality and expand impact.
- Lead change management efforts to integrate new processes, technology, or program enhancements while maintaining service excellence.
- Leverage program data, performance metrics, and outcome evaluation to drive continuous improvement and demonstrate program impact to funders, the Board, and the community.
- Function as the secondary operational lead for the organization and represent Chesterfield CASA in assigned internal and external engagements.
- Assist the Executive Director in preparing program activity reports for the Board of Directors and in resolving organizational or community disputes.

Program Management & Quality Assurance

- Oversee all aspects of the volunteer program, ensuring compliance with National CASA Association standards, Virginia DCJS regulations, and organizational policies and procedures.
- Screen and prioritize all case referrals to the program; coordinate case assignments to align volunteer strengths with each child's needs.
- Ensure accuracy, timeliness, and quality of all court reports.
- Oversee case and volunteer database system; ensure confidentiality of all case records and maintain records for all active cases in accordance with applicable standards.
- Monitor program outcomes and volunteer activity, including conducting community program evaluations and ensuring annual volunteer evaluations are complete.
- Develop, review, and update program policies and procedures to reflect best practices and respond to regulatory changes.

Team Leadership & Staff Development

- Directly supervise Advocate Supervisors and provide leadership and professional development support to the program team.
- Oversee the recruitment and hiring of Advocate Supervisors.
- Foster a collaborative, strengths-based team culture.
- Conduct regular supervision meetings with program staff; provide performance evaluations and individualized professional development planning.
- Model hands-on leadership, offering guidance on complex cases, supporting casework, and stepping in to meet urgent deadlines as needed.
- Lead with transparency and empathy, maintaining consistent communication across the team and creating conditions for staff growth and retention.

Volunteer Recruitment, Training & Retention

- Design and lead a comprehensive, data-informed volunteer recruitment strategy to sustain and grow the advocate base, with emphasis on diversity and community representation.
- Oversee the full volunteer lifecycle: recruitment outreach, application review, interviews, selection, pre-service training, ongoing supervision, and recognition.
- Oversee and maintain pre-service and in-service training programs in accordance with DCJS regulations and National CASA standards; update curriculum as needed.
- Directly supervise a small caseload of no more than 5 Volunteer Advocates; provide ongoing support and guidance throughout the life of each case.
- Develop and implement volunteer engagement strategies to promote long-term retention, satisfaction, and mission alignment.
- Coordinate volunteer recognition activities and events to support retention and celebrate advocate contributions.

Community Engagement & External Relations

- Serve as a primary liaison to the Juvenile and Domestic Relations Court, judges, attorneys, Department of Social Services, and other child-serving agencies.

- Cultivate and maintain strong relationships with court personnel, social services supervisors, law enforcement, and community partners to support effective advocacy for children.
- Participate in community education and public awareness efforts to promote the CASA program in coordination with the Executive Director.
- Participate in community committees related to child advocacy and child safety.
- Engage with regional, state, and national CASA networks to stay current with field trends and represent Chesterfield CASA's interests.
- Monitor trends in child welfare and CASA programs; apply insights to strengthen local program effectiveness.

Qualifications

Education & Experience

- Bachelor's degree required in social work, psychology, education, human services, law, social science, or a related field. Master's degree preferred.
- Minimum of 3-5 years of progressive experience in program management, volunteer administration, or a related leadership role, preferably in a nonprofit or child welfare setting.
- Demonstrated experience supervising and developing staff and/or volunteers.
- Knowledge of and experience with child abuse and neglect, child welfare, the juvenile justice system, and family dynamics; familiarity with court systems and child welfare law preferred.

Skills & Competencies

- Proven ability to think strategically and execute tactically; skilled at translating vision into results through clear planning and follow-through.
- Superior written, verbal, and interpersonal communication skills, including the ability to prepare complex reports and present to diverse audiences.
- Strong organizational skills with the ability to manage multiple priorities, projects, and deadlines in a fast-paced environment.
- Skilled in data management and outcome reporting; experience with case management databases preferred.
- Ability to work collaboratively and maintain professional relationships with individuals from diverse backgrounds and perspectives.
- Must possess and maintain a valid Virginia driver's license and reliable transportation; local travel within the Chesterfield area and surrounding communities is required for meetings, court appearances, trainings, and community engagement activities.
- Successful completion of a criminal background check is required prior to employment.
- Commitment to Chesterfield CASA's mission and to the belief that every child deserves a safe, stable, and permanent home.

Compensation

Salary Range

\$65,000 – \$72,000 annually, commensurate with experience

Benefits

- Medical, Dental, and Vision insurance (covered at 50% by employer)
- Paid time off, including holidays
- Retirement plan option
- Hybrid work schedule
- Mileage Reimbursement
- Professional development and training opportunities

How to Apply

Submit cover letter and résumé by email to admin@chesterfieldcasa.org by Sunday, June 7, 2026.

Equal Opportunity Statement

Chesterfield CASA is an equal opportunity employer committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, religion, sex, national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by applicable law. All employment decisions are based on qualifications, merit, and the needs of the organization.

Note: This job description indicates in general terms the type and level of work performed and responsibilities held by the position. Duties described are not to be interpreted as all-inclusive.