



National CASA Association Seeks

Chief Planning, Research & Evaluation Officer

Location: Seattle, WA or Washington, DC

National Court Appointed Special Advocate Association (National CASA) fulfills society's most fundamental obligation by making sure a qualified, compassionate adult will fight for and protect an abused or neglected child's best interests. The mission of National CASA, together with its state and local members, is to support and promote court-appointed volunteer advocacy so that every abused or neglected child can be safe, establish permanence and have the opportunity to thrive. But today, only 45% of the children in the system have access to a CASA volunteer. The National CASA organization is committed to ensuring 100% of the children in the system have access to a CASA volunteer by working within and through strong, effective state organizations.

Breaking New Ground

National CASA has developed a strategic framework that is informing and guiding our efforts through a major reorganization, development of a new business model, and plan for the future direction of our organization, including the launching of a major Capital Campaign. The leadership team that will drive these changes will be strategic thinkers, relationship builders, collaborative decision makers, entrepreneurial achievers, effective communicators, change leaders, inspiring motivators and culturally competent.

Position Summary

The Chief Planning, Research & Evaluation Officer provides leadership and a short- and long-term vision by developing, articulating, and sustaining improved and comprehensive organization-wide planning, research, data collection, analysis and evaluation, performance, and accountability efforts. Chart a path to evidence base. S/he develops systems and processes that improve our effectiveness in measurement, research, analysis, grant administration, and quality assurance. The Chief Planning, Research & Evaluation Officer also provides thought leadership in child welfare and subject matter expertise in research and evaluation, building internal and network capacity and positioning the organization for sustainability and enhanced credibility within the child welfare community. In collaboration with the Senior Management Team, the Chief Planning, Research & Evaluation Officer coordinates National CASA Association's discipline around data collection and analysis, contributing to well-informed decision-making, goal setting, and strategic initiatives. S/he leads ongoing network analysis, identifying gaps in services and opportunities for growth, leading the development of the strategic planning fact base. S/he engages and partners with state organizations and local programs to demonstrate collaborative impact.

The Chief Planning, Research & Evaluation Officer further provides leadership, management, and coordination of planning, capacity building, data collection, data analysis, performance measurement, evaluation, quality assurance, grant administration and accountability initiatives to reliably capture the impact and effectiveness of the organization's efforts to serve abused and neglected children. Finally, the Chief Planning, Research & Evaluation Officer establishes National CASA Association's research

agenda, develops a performance measurement communication and training plan, oversees reporting of annual statistics for National CASA Association and leads a comprehensive analysis of the network to determine current practices, health, and sustainability.

Partnering Relationships

The position reports to the Chief Executive Officer. Direct reports include the following: Network Development Quality and Accountability Officer; Data Governance and Management Officer, Director Planning, Director Research, Director Performance Measurement & Evaluation, and the Organizational Development Officer.

Required Experience and Qualifications

Leadership & Management

- Develops, articulates, and maintains a sustainable, long-term vision for the unit that supports the overall health and growth of National CASA Association and its network members
- Provides leadership, management, and coordination of planning, capacity-building, data collection, data analysis, performance measurement, evaluation, quality assurance, grant administration and accountability initiatives to reliably capture the impact and effectiveness of the organization
- In collaboration with the Senior Management Team, develops benchmarks and standards by which National CASA's strategic goals will be assessed on a quarterly and annual basis, leading the development of methods to measure, track, and report on progress in carrying out the strategic plan
- Manages the Planning, Research & Evaluation Unit budget, ensuring activities are within budget, and ensures adherence to budgetary guidelines and funder restrictions when assistance is requested. Ensures completion of the development of policies, protocols and procedures for the network to include the network policy manual
- In partnership with the Chief Network and Program Development Officer, designs a new service delivery model for functional areas that leverages technology to provide more training and technical services and local program support
- Leads ideation, brainstorming and facilitation sessions with the National CASA team and network teams
- Responsible for the development of management reports on progress in carrying out the state development and program development plans
- Develops plans and strategies for growth and leads the network growth planning and efforts

Planning

- In collaboration with and in support of the Sr. Leadership team, leads the annual operational planning process
- Develops and tracks the organizational scorecard, customer satisfaction metrics and process for oversight and measuring the accomplishments of organizational wide goals and objectives
- Responsible for organizational alignment with the vision, mission and strategic directions of the organization and partners with the CEO to articulate and execute the strategic framework
- Develops the organization wide growth strategy and plan
- Facilitates planning sessions with the network, National CASA team, the CEO and the Board of Trustees
- Develops new programs, initiatives and opportunities for new service and support through an inclusive and facilitated process

Grants Management and Accountability

- Oversees the development, management, and continuous improvement of National CASA's grants processes, procedures, guidelines, and internal controls assuring a comprehensive, best-practice based program that is aligned, promotes equity, and supports network programs
- Monitors the overall grants program, assuring compliance with the grant funder requirements
- Directs the analysis of grant data, providing feedback on grant performance metrics and growth projections
- Provides oversight for technical assistance and training to state organizations and local programs to build capacity in submitting quality grant applications, and to ensure improved accountability and reporting

Performance Measurement

- Leads the process, research and evaluation efforts that result in an evidence-based program and thought leadership in child welfare
- Develops a communication and training plan to build capacity and strengthen state organization and local program understanding for collecting and analyzing outcome and assessment data
- Leads the development of a National CASA research agenda that builds the CASA/GAL research base, contribute to child welfare literature, and moves the CASA/GAL model towards becoming evidence-based
- Supports and oversees the performance measurement network committee, which partners and engages with state organizations and local programs
- Supervises the identification and management of a variety of resources and tools for staff and network use, which support continued internal and external capacity building efforts
- Manages the consolidation of all current data collection tools and practices to promote consistent and improved analysis
- Reviews and contributes to literature reviews and executive summaries of research and evaluation studies that are of interest to the network
- Provides oversight and monitoring of the development of a robust system for performance measurement that captures the collective impact of the CASA/GAL model and network

Evaluation & Accountability

- Oversees compilation and reporting of annual statistics for National CASA Association that demonstrate the collaborative impact of the CASA/GAL
- Leads a comprehensive analysis of the network to determine current practices, health, and sustainability
- Oversees the development of a comprehensive evaluation plan to determine the effectiveness, outcomes, risk, scalability and measureable impact of our network
- Oversees the preparation of comprehensive grant fund reports that include performance metrics such as outputs and outcomes

Quality Assurance

- Oversees the development of a comprehensive, best-practice quality assurance program that strengthens, supports, and helps maintain high-quality member programs
- Coordinates the development and improvement of an enhanced quality assurance system that engages state organizations; measures program quality, effectiveness, and adherence to program standards; and promotes continuous program improvement
- Supports and lends expertise to refine the internal self-assessment review process, including creating a self-assessment tool and analyzing self-assessment data to help ensure that programs maintain high-quality advocacy services

- Assists the Director of Quality Assurance and Director of Network Training to develop robust training standards that encapsulate core competencies for facilitation of our pre-service curricula
- Supports the design of a quality assurance process to ensure national training standards are developed and adhered to for pre-service training and for the training instructors
- Direct the state and local program standards revision, ensuring standards are robust, reflect program excellence and best practices, and align with the mission, vision, purpose
- Supports the Standards of Excellence process for National CASA Association

General

- Provides ongoing technical assistance to state organizations and local programs on performance measurement and evaluation
- Partners with external agencies, as appropriate, to advance measurement and evaluation efforts throughout the network
- Participates in National CASA Association cross-functional teams to problem-solve and support the overall mission and vision of the organization
- Reviews and provides input on federal and non-federal grant award applications
- Leads efforts to document, improve, and maintain the strategic fact base
- All other duties as assigned.

Abilities

- Demonstrates strong interpersonal skills, sound judgment, and the ability to work independently as well as collaboratively internally and externally
- Demonstrates ability to embrace and exemplify organizational competencies and values
- Works well under pressure with deadlines and be skilled in prioritizing responsibilities.
- Demonstrates a commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, state and local program staff, and other supporters.
- Demonstrates a history of continuous improvement through professional development
- Knowledge/practice of building a customer-centric culture of excellence
- Demonstrated strategic plan development expertise; must be able to develop and implement project plans and strategies for executing on the organization's goals and objectives
- Ability to operate at both the strategic and tactical level. Must be a willing and hands on leader
- Ability to build collaboration within the CASA/GAL network, encourage strong partnerships between National CASA and state organizations and local programs and between state organizations and their local programs
- Ability to gain a full understanding of the organizational strategic framework ensuring the assigned functional cluster/area understands the organization's goals, priorities and initiatives, and ensuring the execution of these priorities
- Ability to become a steward and ambassador for the CASA/GAL mission and brand

Qualifications

- 10+ years in a senior management position in a nonprofit organization, foundation, government agency, or for-profit organization, or the equivalent combination of education, training and experience
- Graduate degree in social work, law or related field required
- Demonstrated successful experience in leading planning, performance measurement, or accountability
- Strong experience and ability in leading and supervising a team

- Proven facilitator of change management; experience leading projects through influence rather than authority; and, a track record of delivering superior results strongly preferred
- Strong ability to analyze challenges and identify appropriate solutions in a fast-paced environment required
- Proficiency in MS Office Suite, technology and databases required
- Ability to travel up to 25%

National CASA offers a competitive base salary plus benefits and generous paid leave policies. This is a full-time exempt position.

Organizational Values

Adaptability ◦ Collaboration ◦ Integrity ◦ Respect ◦ Quality ◦ Service ◦ Stewardship

National CASA is headquartered in Seattle, WA. There is also an office in Washington, D.C. The Association is committed to an inclusive and welcoming workplace environment and is proud to be recognized as one of Washington’s Best Workplaces by the Puget Sound Business Journal, and as a Best Adoption Friendly Workplace by the Dave Thomas Foundation for Adoption. National CASA has been certified by the Standards for Excellence Institute for ethics and accountability in the nonprofit sector. **National CASA is an Equal Opportunity Employer.**

**National CASA Association
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