



National CASA Association Seeks Director of Quality and Accountability

Location: Seattle, WA

The National Court Appointed Special Advocate (CASA) Association 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 Association is committed to ensuring that 100% of the children in the system have access to a CASA volunteer.

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.

As a part of this re-organization, National CASA is seeking a proven leader with a deep understanding of grants administration, quality and accountability to help guide these efforts. The Director of Quality and Accountability will provide leadership for our quality assurance process and our grants program and ensure accountability and compliance through the implementation of best or evidence-based practices and checks and balances that will align and support our national non-profit, as well as our member network of more than 940 state and local CASA/GAL organizations.

Position Summary

The Director of Quality and Accountability will partner with and work through state organizations, providing leadership and coordination for improving program efficiencies, effectiveness, and overall program quality. She/he will help plan, organize, develop, coordinate, and manage a robust quality assurance process that strengthens and builds state capacity and ultimately supports local program efforts to provide high-quality best-interest child advocacy. The position will research and implement best practices in quality assurance, standards development, training evaluation and program evaluation to maintain and enhance a coherent system of quality and effectiveness. She/he will manage implementation of the standards and Quality Assurance process and procedures to assure the highest degree of quality.

The Director of Quality and Accountability will also manage internal grants processes for federal and non-federal funding, including but not limited to the grant application and selection process, leading the administration of grant awards to state and local CASA/GAL programs, managing and monitoring grantee reporting, preparing and analyzing grant data, assuring compliance with funder requirements, providing

technical assistance to members regarding grants, and closing out grants. The position will also provide structure around grant making by developing or improving processes, procedures, guidelines and internal controls.

Partnering Relationships

The Director of Quality and Accountability will partner closely with the Quality Assurance Associate to implement best and evidence-based practices to ensure adherence to standards of excellence and highly effective program operations, advocacy and strong outcomes for children and ultimately achieve the goal of providing a CASA volunteer for every child in the foster care system. The position will also partner closely with the Grants Associate and Grants Financial Management Officer to manage the grants administration process for pass-through funding awarded to state and local CASA/GAL organizations. She/he will be responsible for assuring that accountability activities related to these grant awards are implemented, in a timely manner, and yield results needed to help improve grant outcomes and grantee operations. In addition, this position will work with and across all departments and stakeholders to establish plans, deliverables, and measurable objectives.

Reporting Relationships

The Director of Quality and Accountability will report to the **National Quality and Accountability Officer**.

Core Duties and Responsibilities:

Leadership & Management

- Leads the implementation of a comprehensive quality assurance program that strengthens, supports, and helps develop highly effective member programs
- Collaborates with the cross functional teams to develop state profiles and comprehensive information about program quality, which inform implementation of the growth strategy and technical assistance efforts
- Oversees the grant application and selection process, leads the administration of grant awards to state and local CASA/GAL programs, and ensures timely grant disbursements and fiduciary accountability
- Develops and collaborates on regular reporting to address the impact of National CASA's grant funds on program and child outputs and outcomes

Quality Assurance

- Directs and refines an enhanced quality assurance system that engages state organizations; measures program quality, effectiveness, and adherence to program standards; and promotes continuous program improvement
- Partners and supports state organizations by building capacity to implement the quality assurance process and system
- Helps identify and implement metrics for monitoring program quality and effectiveness, enabling the Senior Management Team to make strategic, informed decisions about going to scale
- Manages the quality assurance process including tracking, analyzing and reporting on the overall status of quality assurance nationwide highlighting measures of program quality and progress
- Oversees the coordination and implementation of the on-site review process; participates in a system of quality assessments, conducts monitoring visits and provides feedback and ensures follow-up
- Develops corrective policies and protocols, as necessary, to assist programs in meeting program standards

- Assesses and updates as necessary state and local program standards, ensuring that they are robust, reflect program excellence, and align with the National CASA Association's mission, vision and purpose
- Provides ongoing training and technical assistance to state organizations and local programs regarding standards and quality assurance compliance and reporting

Grants Administration

- Develops or continually improves National CASA's grants process and system(s) and assures member programs are educated regarding new requirements, policies or procedures
- Provides or coordinates training to grantees on grant compliance, accountability and reporting requirements
- Participates in grant monitoring visits, desk audits, and other accountability activities and provides feedback and ensures follow-up as necessary
- Serves as a National CASA Association primary liaison with grantees; responds to grantees inquiries and provides technical assistance to members regarding all aspects of the grants program
- Improves, monitors and manages the grantee and financial reporting systems to assure compliance with the requirements of the grant program, grantee accountability and accurate reporting of expenditures
- Prepares and analyzes grant data and assists in the creation and submission of grantor related reports
- Plays a key role in audits, or the monitoring, of National CASA Association by external funders; helps assure compliance with funder requirements

General and Accountability Support

- Partners with member programs in developing and refining the National CASA Association quality assurance and grant making programs
- 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
- Participates in the Standards of Excellence process for National CASA Association

Abilities

To be successful in this position, the employee must:

- Demonstrate strong interpersonal skills, sound judgment, and the ability to work independently as well as collaboratively internally and externally
- Demonstrate ability to embrace and exemplify organizational competencies and values
- Work well under pressure with deadlines and be skilled in prioritizing responsibilities
- Demonstrate a commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, state and local program staff, and other supporters
- Demonstrate a history of continuous improvement through professional development
- Become a steward and ambassador for the CASA/GAL mission and brand

Experience and Professional Qualifications

- 5+ years' experience in a related field or the equivalent combination of education, training and experience;
- Bachelor's degree required, masters' degree desirable

- Previous experience in a non-profit or grant making organization, experience in successfully applying for and/or administering grant funds is preferred;
- Supervisory experience;
- Willingness to travel as necessary (10-25% of the time);
- Excellent interpersonal and communication skills and the ability to work with staff and external constituents;
- Proven ability to work collaboratively with teams;
- Demonstrated flexibility, mature judgment and ability to function professionally under stress;
- Strong ability to approach tasks from a customer service orientation;
- Experience as a trainer/facilitator both in-person and online desired;
- Knowledge of Excel, Word, PowerPoint and Access; and
- Ability to be highly organized.

Salary and Benefits

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

Organizational Values

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

National CASA, headquartered in Seattle, Washington, with an office in Washington, DC, is committed to an inclusive and welcoming workplace environment, and is proud to have been recognized for Excellence in Workplace Flexibility by the Alfred P. Sloan Foundation, 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.

To apply: Please send resume and cover letter to employment@casaforchildren.org with a subject line that reads **Director of Quality and Accountability**.

**NATIONAL COURT APPOINTED SPECIAL ADVOCATE ASSOCIATION
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EQUAL OPPORTUNITY EMPLOYER**