National CASA Association Seeks
Director of Quality Assurance
Location: Seattle, WA Posted: 08/11/2016

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 member programs, is to support and promote court-appointed volunteer advocacy so every abused or neglected child in the United States can be safe, have a permanent home, and the opportunity to thrive. But today, only 35% 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
In 2011, National CASA launched a multi-year campaign: “I am for the child.” The campaign is the first of its kind for CASA and is an integrated campaign designed to reach out to a wide range of constituent groups and was deployed across a broad spectrum of media. In addition to the “I am for the child” campaign, National CASA has developed a strategic framework that is informing and guiding our efforts through a major re-organization, development of a new business model, and plan for the future direction of our organization, including the launching of a major Capital Campaign in 2017. 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 network training and development to guide us.

Position Summary
The Director of Quality Assurance will partner with and work through state organizations, providing leadership and coordination for improving program efficiencies, effectiveness, and overall program quality. She/he will plan, organize, develop, coordinate, and manage a robust quality assurance system that strengthens and builds state capacity and ultimately supports program efforts to provide high-quality child advocacy. The Director of Quality Assurance researches and implements best practices in quality assurance, standards development, training evaluation and program evaluation to design and maintain a coherent system of quality and effectiveness. She/he will lead the standards revision process, developing robust standards and guidelines to assure highest degree of quality.

Reporting Relationships
The Director of Network Training & Development will report to a member of the Senior Management Team.

Core Duties and Responsibilities:
Leadership & Management
- Provides leadership and oversight of existing quality assurance program
- Leads the development of a new comprehensive, best-practice quality assurance program that strengthens, supports, and helps maintain high-quality member programs
• Develops 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
• Collaborates with the Senior Management Team to develop state profiles and comprehensive information about program quality, which inform implementation of the growth strategy and technical assistance efforts
• Partners and supports state organizations by building capacity to implement the quality assurance process and system.

Quality Assurance
• In collaboration with the Training & Organizational Development team, design a quality assurance process to ensure national training standards are developed and adhered to for pre-service training and for the training instructors
• In collaboration with the Training & Organizational Development team, develop a system for screening, training and evaluating trainers delivering the pre-service curriculum.
• Identifies and implements 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
• Coordinates and refines the internal self-assessment review process, creating a self-assessment tool and analyzing self-assessment data to help ensure that programs maintain high-quality advocacy services
• Develops and modifies a process for managing data obtained from the self-assessment tool
• Evaluates member program quality for continuous improvement
• Oversees the development and implementation of the on-site review process
• Initiates and implements quality improvement activities as appropriate to raise the program quality
• Establishes collection and analysis systems of statistical data to predict trends that will affect improvement of product quality
• Develops corrective policies and protocols, as necessary, to assist programs in meeting program standards
• Partners with the Director of Network Training to develop robust training standards that encapsulate core competencies for facilitation of our pre-service curricula
• Leads the revision and update of the state and local program standards, ensuring that they are robust, reflect program excellence, best practices, and member input and align with the mission, vision, purpose
• Lead the Standards of Excellence process for National CASA Association
• Prepares quarterly reports that highlight measures of program quality and progress

General
• Partners with member programs in developing and refining the National CASA Association quality assurance program and system
• Provides ongoing technical assistance to state organizations and local programs on program and training standards and quality
• Participates in National CASA Association cross-functional teams to problem-solve and support the overall mission and vision of the organization

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:
• Bachelor’s degree and 5+ years’ experience in a related field or the equivalent combination of education, training and experience that provides the required knowledge, skills and abilities to successfully perform the job.
• Previous experience in a non-profit or grant making organization, experience in quality assurance is preferred;
• Willingness to travel as necessary (5-10% of the time);
• Excellent interpersonal and communication skills and the ability to work with staff, and external constituents;
• Proven ability to work 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 and Access; and,
• 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 is headquartered in Seattle, Washington, with a second office in Washington D.C. and is committed to an inclusive and welcoming workplace environment. National CASA 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: Send resume and cover letter to employment@casaforchildren.org with a subject line that reads Director of Quality Assurance by Monday, August 29, 2016.

Note: Applicants are encouraged to apply as early as possible. Screening and selection processes may commence prior to this posting’s closing date in order to fulfill critical business needs.