



Position Title: Court Referral Program Manager
Reports to: Executive Director
FLSA Status: Exempt, Full-time, Benefited

Summary and Objective:

The Program Manager reports to the Executive Director. The Program Manager provides leadership for the overall health and stability of the program by delivering: staff development and supervision, on-going contract compliance and program outcomes, marketing and presentations, relevant and timely policies and procedures; implementation of the strategic plan; and budget accountability. The Program Manager is also responsible for the day-to-day running and oversight of the business. **Court Referral's primary goals are: effectively collaborate with court and probation, provide excellent customer service to our clients, and connect court-appointed volunteers to build capacity in Sonoma County non-profit organizations.**

This is a full time position (40 hours per week), reports to the Executive Director, and is subject to the personnel guidelines of the Volunteer Center of Sonoma County. A car may be required for some of the work.

Qualifications:

- A personal commitment to volunteerism to meet community needs and to community service as a desirable sentencing alternative.
- Ability to relate to and work effectively with people of all ages from a wide variety of backgrounds, including those with drug, alcohol or other problems.
- Demonstrated ability to organize work, set priorities, supervise staff, and be effective and decisive.
- Ability to work with a complex computer database. Experience with Filemaker Pro helpful.
- Familiarity with community agencies and criminal justice system.
- Ability to understand and implement successful strategies to ensure efficient work processes.
- Experience with analyzing and reporting statistical data.
- Highly communicative and transparent leadership style. Ability to handle supervisory responsibilities with a high degree of professional standards and maintain a friendly, productive team environment.
- Ability to use critical thinking techniques in diverse business situations.
- Ability to practice self-disciplined and self-monitored communication strategies with internal and external customers at all levels.
- Minimum four years supervisory experience, two years of direct client work experience, Bachelor's Degree in social work, criminal justice or related field.
- Fluency in English and Spanish
- Excellent written and verbal communication skills

Essential Functions:

Supervisory

- Interview and hire staff
- Conduct 90 day and annual employee evaluations
- Provide on-going staff development opportunities

- Manage and advocate for staff needs including: time sheets, benefits, paid time off, etc...
- Create individualized and/or group training to support the excellent service CR provides to clients
- Foster a culture of productivity and appreciation
- Facilitate staff meetings and individual supervision meetings to ensure consistent communication

Contract / MOU Compliance

- Update, practice, and evaluate all quality assurance practices in accordance with contract requirements, including: site visits, surveys/questionnaires, and agency trainings
- Prepare and monitor budget and contract compliance
- Gather, analyze, and report monthly, mid-year, and end of fiscal year statistical data
- Attend and contribute to off-site meetings hosted by court, county, and agency partners
- Create plans and objectives in order to achieve contract goals and successful outcomes
- Prepare and facilitate annual contract renewal
- Use evidence informed practices to meet desired outcomes

Marketing, Outreach, & Advocacy

- Capitalize on tabling opportunities to provide de-stigmatizing education about Court Referral programming and importance
- Facilitate communication with all constituents (judges, diversion, city, county departments, chamber of commerce, CLASP, etc...) to ensure efficient practices and fairness to our clients
- Assist with marketing opportunities either in print or in-person for the betterment of program/organization
- Develop and maintain good working relationships with community agencies and court personnel
- Develop and maintain strategic partnerships with organizational and governmental/public partners and nonprofit agencies

Program Day to Day, Development, and Oversight

- Maintain database with updates on agencies and client files
- Execute goals as put forth by the VCSC's strategic plan
- Responsible for fiscal and cultural health of the program
- Provide oversight and checks on different database processes
- Fills in as needed to ensure fiscal and contract responsibility
- Daily/weekly deposits and data base checks
- Submit timely and accurate closing reports
- Work with CLASP to facilitate efficient transfer processes
- Follow up with constituents regarding complex cases and handle difficult and/or dangerous clients
- Provide oversight on all the comings and goings on for clients (including mail, emails, etc...)
- In accordance with alternative service standards and VCSC policies, create procedures that include best practice processes for staff and clients
- Facilitate meetings with partners to ensure sustainability and viability of program
- Conduct system evaluations that could include program surveys, staff dialog, Board recommendations, etc...
- Participate in Board Meetings when needed
- Participate in the Human Race
- Work closely with other leaders of the Volunteer Center to promote the health and sustainability of the entire organization.

Performance Factors:

- **Attendance and Dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments
- **Communication and Contact:** The employee communicates Volunteer and Nonprofit Services initiatives and progress effectively, both written and orally, with superiors, colleagues, and individuals inside and outside the Company
- **Personal Effectiveness/Credibility and Relationships with Others:** The employee is a leader within a team culture: works effectively and relates well with others including their superior, colleagues, funding entities, board members and individuals inside and outside the Company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships

Work Environment:

This job operates in a professional, team-centric, office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand, walk or sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear; taste or smell. The employee must occasionally lift and/or move objects up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Equal Opportunity:

Volunteer Center of Sonoma County is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

To be considered for the open Court Referral Program Manager position you must:

1. Review our website www.volunteernow.org to ensure that the services we offer, our mission, and values are good match with yours.
2. Send an email to employment@volunteernow.org, with a subject heading **Court Referral Program Manager**; attach your resume and cover letter including salary requirements.