



Director of Client Engagement

REPORTS TO: President & CEO

SUPERVISION EXERCISED: Manager of Specialists and Manager of Older Youth Program

JOB TYPE: Full-time, Exempt

STARTING SALARY: Salary range starts at \$71,000 and is DOE.

ABOUT CASA

Jackson County CASA (Court Appointed Special Advocates) is a 501(c)(3) nonprofit organization that mobilizes community volunteers who act as advocates for children who have experienced abuse and/or neglect and are under the jurisdiction of the Jackson County Family Court. Our clients face multiple risks, including permanent separation from their birth families due to factors such as substance use disorders, untreated mental health, and intimate partner violence, all of which are often the rooted effects of poverty, community violence, and intergenerational trauma.

To mitigate these risks, CASA Volunteer Advocates engage in fact-finding and relationship building with their child clients to make recommendations about their needs. Collaboration with our child clients and their families is one of our core values, driving effective advocacy and just outcomes within a complex child welfare system.

Our model is simple: each child is assigned a rigorously screened and extensively trained Volunteer Advocate and Staff Attorney who work together to represent the child's best interests. This team is supported by staff social workers and child welfare experts, providing individualized advocacy grounded in evidence-based practices. Together, they help ensure the best possible outcomes for children and increase the likelihood of safe family reunification.

OUR VALUES

Connection: We believe that every person deserves meaningful relationships with supportive and loving adults, family, and community and preservation of their cultural heritage, traditions, and identity.

Respect: We value people of all backgrounds and identities and believe that every person deserves to be honored, included, and heard.

Collaboration: We recognize that effective progress and problem-solving require diverse voices, ideas, and perspectives.

Integrity: We honor our commitments to our children and the Court with transparency, honesty, and fairness.

Responsibility: We maximize our resources and support through accountability to our children, stakeholders, and community.

GENERAL STATEMENT OF DUTIES and RESPONSIBILITIES

The Director of Client Engagement is a key member of the agency's leadership team, guiding the strategic direction and operations of the Client Engagement Department. The position oversees a high-performing team of Case Specialists and CASA's Older Youth Program, providing program development and quality assurance to align the department with the agency's goals. Additionally, this role builds strong community partnerships, particularly with the Missouri Children's Division and its contract agencies, and leads efforts to ensure clients receive the services and resources they need.

ESSENTIAL DUTIES and RESPONSIBILITIES

Organizational Leadership & Strategy

- Participates as an active member of the agency's team of directors and leads the strategic direction and vision of the Client Services Department, including establishing annual goals for the department.
- Collaborates regularly with the agency's program directors to ensure strategic and operational alignment.
- Fosters an environment of continuous learning and improvement, empowers staff, and has a positive impact on the organization's culture.

Department Management, Development, & Quality Assurance

- Provides quality assurance oversight to the Client Engagement Department and plans and implements operational changes to ensure quality program development and service delivery.
- Cultivates and maintains community partnerships with the Missouri Children's Division and their contract agencies.
- Manages the agency's Emergency Assistance and Enrichment Program, first identifying community resources and connecting staff and clients to those resources. Leads advocacy and accountability efforts with agencies and systems responsible for delivering services and resources to the agency's clients.
- Assists with identifying, writing, and submitting grants specific to the Client Engagement Department operations. Oversees grant monitoring and reporting for the department.
- Ensures department adherence to the agency's mission, values, and goals, as well as the department's policies, procedures, and annual goals.
- Represents Jackson County CASA at various external stakeholder meetings, including the Collective Action for Children meeting and Court Engagement Team meeting.
- Manages the department's budget.

Staff Supervision

- Trains, develops, and assists department managers with problem solving, evaluation, and assessment of quality service delivery.
- Conducts individual monthly supervision meetings with department managers.
- Provides performance evaluations for department managers, offering guidance and coaching to support their professional development and enhance effectiveness.
- Initiates performance improvement of department staff, if necessary.

Record Keeping & Evaluation

- Responsible for ensuring all case-related data and activities performed by the Client Engagement Department is documented in the agency's online database OPTIMA.

Professional Integrity and Development

- Commits to understanding and complying with National CASA Standards, Missouri Guardian ad Litem Standards, the Professional Rules of Conduct, and other court rules.
- Maintains a positive image of Jackson County CASA and provides excellent customer service at all times.
- Acts in the best interest of Jackson County CASA and its clients at all times.
- Engages in respectful and collaborative relationships with Volunteer Advocates, clients, and community partners.
- Maintains strict confidentiality of Jackson County CASA's clients, Volunteer Advocates, staff, and donors.
- Completes a minimum of 12 hours of annual continuing education programming and identifies personal development goals and training opportunities that will prioritize DEI, child welfare best practices, and strategies that will enrich customer service and client services.
- Embraces a culture of continued development by participating in an annual performance review with the President & CEO and documents one's own milestones and achievements, as well as opportunities for growth.

OTHER DUTIES

- Completes CASA Pre-Service Training within three months of start date.
- Participates as an active member of CASA's Legislative Committee.

- Performs other related duties as requested by the President/CEO.

QUALIFICATIONS and ENTRANCE REQUIREMENTS

EDUCATION and EXPERIENCE

- Bachelor's degree in human services field required; master's degree in social work, human services, or public administration preferred.
- 5+ years progressive leadership experience required, including management of employees or program development.
- Experience working with diverse and underrepresented populations is required. Experience in child welfare strongly preferred.
- Strong interpersonal skills and proven success delivering polished presentations to small and large group settings.
- Ability to collect and analyze data in order to make informed decisions.
- Experience managing a budget.
- Proficient in Microsoft Office programs.
- Must be 21 years of age.

ESSENTIAL QUALITIES

- Outstanding written and verbal skills, and strong attention to detail and accuracy.
- Strong organizational skills with the ability to juggle multiple assignments and meet short deadlines.
- Ability to establish and maintain effective working relationships in a diverse and inclusive environment. Must value collaboration and teamwork.
- Commitment to remaining current on child welfare best practice standards and teaching these practices, as well as a commitment to continued learning.
- Promotes the dignity and well-being of all clients, staff, and volunteers.
- High emotional intelligence.
- Comfort with respectful confrontation.
- Ability to work with minimal supervision.
- Must be able to demonstrate adaptability due to the potential for changing duties and responsibilities during the agency's expansion. Optimism is a must.
- Commitment to Jackson County CASA's mission and values.

SPECIAL REQUIREMENTS

- Must submit to and pass a criminal and child abuse and neglect background check.
- Must have flexibility to work some nights and weekends.
- A valid driver's license and reliable personal transportation are required for this position. Frequent travel within Jackson County and surrounding areas will be required. Mileage will be reimbursed.

SCHEDULE and WORK LOCATION

This is a full-time (40 hrs/wk), exempt position. Business hours are Monday-Friday, 8:30am-5pm. Ability to work some hours from home. Jackson County CASA is located at 2544 Holmes, Kansas City, Missouri 64108.

PHYSICAL and MENTAL DEMANDS and WORK ENVIRONMENT

- Prolonged periods of both standing, walking, and sitting at a desk and working on a computer will be required. Will be required to use hands and fingers frequently. Will climb and descend stairs, grasp, handle, feel, and operate objects, tools, and controls. Will be required to bend, kneel, and crouch; speak, hear, and read both in quiet, loud, private and public settings, both large and small. In-office and out-of-office public contact with people. Vision abilities include close and distant vision, and the ability to adjust focus.
- Must be able to lift and move up to 25 pounds.
- Some tasks may be required to be performed off-site.
- A great deal of in-person contact with people outside of the office environment will be required.

- The noise level of the office environment is often low to moderate. Position is subject to the usual office interruptions associated with providing service and performing multiple duties in an office environment.
- Proper grooming and hygiene are required. Attire for this position is generally business casual but there may be times that attire is professional, as determined by the setting.
- Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

STARTING PAY

Salary range starts at \$71,000 and is dependent on experience and education.

BENEFITS

Benefits include 15 days paid time off & 15 days paid leave earned within the first year of employment, and paid holidays. 100% employer paid health insurance, 100% employer paid dental, vision, life, and long-term disability insurance. Simple IRA with match. Employee Assistance Program. Jackson County CASA is a child-centered, supportive, and collegial work environment.

APPLICATION INSTRUCTIONS

Submit a detailed cover letter and resume to hr@casakc.org. Resumes submitted without a cover letter will not be considered. No phone calls please. Your cover letter should address the following areas:

1. Your relevant strengths and professional history, including your experience managing staff or developing programs,
2. Your motivation to work in child welfare,
3. An example of a time you were successful advocating for clients who were system involved, and
4. Salary requirements.

OUR COMMITMENT

Jackson County CASA is an affirmative action, equal opportunity employer committed to building and supporting a culturally diverse and inclusive work environment that values all staff members' backgrounds and perspectives. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability or veteran status. We are committed to providing reasonable accommodation to qualified individuals with disabilities.

This job description provides a general, but not comprehensive, list of essential responsibilities and qualifications required. It does not represent a contract of employment and Jackson County CASA reserves the right to change the job description and/or posting at any time without advance notice.