



Job Title: Program Support Specialist
Department: Program
Reports To: Program Director
Location: Media, PA
Job Type: Full-Time

Job Summary

CASA Youth Advocates seeks a Program Support Specialist for our nonprofit organization dedicated to advocacy for children and youth involved in the child welfare system. The Program Support Specialist provides essential clerical, data management, and administrative support to the Program Director, Program Manager, program staff, and volunteers. This role ensures efficient case and volunteer data tracking, compliance with paperwork requirements, and high-quality reporting. The Specialist also assists with technology support, training, and the development of processes that strengthen program delivery.

Key Responsibilities

Performs clerical and data management duties to support Program Director, Program Managers, Program staff and volunteers – duties may include, but are not limited to:

- Enter and maintain case and volunteer data in case management database software.
- Manage case assignment paperwork, including generating, sending, and tracking intake documents.
- Assist with volunteer applicant paperwork: including collection, tracking, and follow-up on incomplete items.
- Oversee ongoing paperwork for active volunteers, including clearance tracker maintenance and follow-up on expiring items.
- Maintain the continuing education calendar and manage the registration process.
- Perform quality assurance checks of data; ensure accuracy and completeness and communicate with staff and advocates about data status. Identify and report data trends.
- Generate and organize data for monthly program reports, funding applications, and funder reports.
- Support the creation and management of electronic forms and process automations.
- Attend monthly team meetings; record and distribute; present data and quality assurance updates.
- Participate in new volunteer training sessions related to the case management database.

- Provide troubleshooting assistance to staff and volunteers for database use.
- Develop training materials to support volunteer use of technology.
- Contribute to other program activities as skills and interests allow.
- Perform additional duties as assigned in alignment with CASA's mission and vision.

Qualifications & Skills:

- Exceptional organizational and time management skills, with strong attention to detail
- The ability to maintain confidentiality and handle confidential information
- Strong interpersonal skills with the ability to take initiative, multi-task, be a team-player, be flexible, adapt to shifting priorities, and prioritize work
- Ability to identify, triage, and develop plans for addressing tasks as they arise
- Commitment to the mission of advocating for children and youth

Education/Skills/Certifications (if applicable):

- Bachelor's Degree in related field or equivalent experience preferred
- Proficiency in Microsoft Office and Microsoft Teams, familiarity with Microsoft Excel, as well as general comfort with technology and willingness to learn new software as position requires

Requirements

- Employment requires successful completion of the following clearances:
 - FBI fingerprint clearance
 - Pennsylvania Child Abuse History clearance
 - Pennsylvania State Police background check
- The position is based in CASA's Media office with at occasional travel to West Chester office as needed. Due to nature of position, opportunity for remote work is limited.

Compensation and Benefits

- Annual salary: \$45,000 – pay is bi-monthly
- Generous PTO package
- Health care and dental benefits with 90% employer premium coverage for employee
- 403b with employer match after one year of employment
- Life and short-/long-term disability coverage

CASA Youth Advocates serving Delaware and Chester counties does not discriminate on the basis of race, color, religion (creed), gender, sexual orientation, gender identity or expression, age, national origin (ancestry), disability, marital status, or military status, in any of its activities or operations.