



Job Title: Case Management Program Director
Reports To: Senior Director of Case Management
Location: Central Office – Lewisville, TX
Duty Days: 240
FLSA Status: Full-Time Exempt
Industry: Non-Profit, Social Services, Education

About Communities In Schools of North Texas:

Communities In Schools of North Texas is part of a national organization, Communities In Schools®, that ensures every student has what they need to be successful in school and life. We believe that relationships are foundational to unlocking a student's full potential. Working directly in schools across Cooke, Denton, and Wise Counties, we connect students to caring adults and community resources that help them overcome the barriers that stand between them and a brighter future. We are seeking a passionate, committed, and value-oriented individual to join our team.

Primary Purpose:

The Communities In Schools of North Texas (CISNT) Case Management Program Director is responsible for managing a team of Case Management Site Coordinators and overseeing the successful implementation of their team's high-quality programming that meets the contracted outcomes for the CISNT school-based dropout prevention program.

Qualifications:

Minimum Education/Certification:

- Bachelor's degree required; degree in Social Work or Counseling preferred.
- Minimum 2 years' experience with CIS

Special Knowledge/Skills:

- Ability to exercise discretion and independent judgment on significant matters directly related to the agency's model, programs, staff, and children/students who are served by CISNT
- Administrative skills required to supervise and support a group of professionals with varying personalities and numerous job responsibilities
- Advanced knowledge to analyze, interpret, or make deductions from varying facts or circumstances
- Strong organizational, communication, and interpersonal skills required.
- Proven experience with decision-making in a highly collaborative, team-oriented environment.
- Strong organizational, communication, and interpersonal skills required.
- Strong program management, staff management, and staff development skills required.
- Ability to work in a fast-paced, continually changing environment
- Ability to manage multiple tasks or projects simultaneously
- Understanding of grant management and reporting
- Exhibit a commitment towards the CISNT mission

Major Responsibilities and Duties:

Program Leadership & Service Delivery

- Provide leadership and oversight to ensure high-quality implementation of the CISNT case management model and delivery of comprehensive wraparound services to students and families.
- Supervise and support Case Management Site Coordinators, ensuring compliance with CISNT policies, grant requirements, and organizational standards.
- Collaborate with the Senior Director of Case Management to implement program initiatives, improve service delivery, and achieve organizational and contractual outcomes.

Campus Planning & Program Quality

- Guide Case Management Site Coordinators in developing, implementing, and maintaining Campus Needs Assessments and Campus Service Delivery Plans that align with campus priorities and the CIS model.
- Monitor program implementation, evaluate service quality, and ensure all required plans, evaluations, and funder reports are completed accurately and on schedule.
- Assist with planning, implementing, and evaluating new programs and initiatives that strengthen services and support organizational growth.

Staff Leadership & Professional Development

- Recruit, hire, onboard, supervise, coach, and evaluate Case Management Site Coordinators and other assigned staff.
- Develop and implement staff training and professional development opportunities, including new employee onboarding, monthly cluster meetings, and ongoing coaching.
- Become a certified CIS Model Master Trainer and ensure staff are trained in the CIS model, evidence-based practices, and organizational expectations.
- Address performance concerns through coaching, performance improvement plans, and corrective action when appropriate.

School & Community Partnerships

- Build and maintain collaborative relationships with school administrators, community agencies, funders, and service providers to ensure coordinated, student-centered support.
- Support staff in establishing and maintaining positive relationships with campus personnel and community partners to enhance service delivery and resource development.
- Coordinate with partner agencies to expand access to services and resources for students and families.

Organizational Leadership & Compliance

- Maintain knowledge of and ensure compliance with all federal, state, district, grant, and CISNT policies, procedures, and guidelines.
- Assist CISNT leadership with organizational planning, program evaluation, grant implementation, and continuous quality improvement initiatives.
- Perform other duties as assigned in support of the organization's mission and strategic goals.

Supervisory Duties:

The individual is responsible for supervising a team of Case Management Site Coordinators.

Equipment Used:

Computer, copier, digital projector, and other specialized equipment that are particularly unique to the position

Working Conditions:

- Frequent travel within the Dallas/Ft Worth Metroplex and occasional statewide and national travel.

- Mental demands: Ability to communicate effectively (verbal and written)
- Work with frequent interruptions, maintain emotional control under stress.
- Repetitive hand motions.
- Occasional prolonged and irregular hours to meet deadlines.
- Occasionally require moving, transporting, or organizing materials, supplies, and equipment associated with student programs, events, and campus operations.

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Continuation of position is contingent upon funding.