

Help Center, Inc. Job Description

Program: Gallatin County Child Advocacy Center (CAC) **June 2018**

Title: Program Manager

Salary Range: 15,000 to 17,000 for half time (20hrs/week) DOE

Benefits: Sick leave starts immediately, professional liability insurance is provided
Vacation is granted retroactive to hire after successful completion of six month probation
Agency contribution to health insurance after 30 days of employment
All three benefits listed are prorated to half time from agency policy

General Summary:

The CAC Program Manager position is the main staff position for the newly created Child Advocacy Center. The position requires strong collaborative abilities as well as strong leadership skills. The activities of the program manager are generally defined by national criteria. A half time CAC Program manager will work an average of 20hrs/week. It will take more than 20 hours at times to satisfy all responsibilities. At other times the manager may work less time in a week. One month notice on vacation time is requested to accommodate changes in scheduling.

Basic qualification:

Either a Master's Degree in Counseling or a social work related field plus three years' experience working with child abuse victims and their families

Or a Bachelor's Degree in a social work related field plus at least five years' experience working with child abuse victims and their families

Required Knowledge, Skills, and Abilities

Demonstrated comprehensive understanding of child abuse topics and issues

Proven success in working with children and their families, making decisions in crises and stressful situations

Proven ability to effectively network with multiple disciplines and community resources, coordinating as needed

Comfort/Ability to provide stabilization in high conflict situations

Comfort/Ability to accept a non-conforming on call schedule

Excellent, proven interpersonal and communication skills (oral and written)

Proven leadership competencies in collaborative situations

Experience with community outreach/presentations

Excellent skills/abilities to organize and work independently coupled with a willingness to seek consultation

Proficiency with Microsoft Office Suite (Word, Excel, Power Point, Publisher, statistical data systems)

Preferred Qualifications:

Experience in performing forensic interviews

Familiarity with local community

Principle Duties and Responsibilities:

Child centered Duties

- Ensures that full CAC services are provided to each child and non-offending family member who enter the CAC
- Uses developmentally sensitive interventions and communication with all children.
- Practices open, direct, nonjudgmental, and respectful communication with colleagues, supervisors, supervisees, volunteers, community partners, visitors, children and their non-offending concerned others.
- Provides empathy and unconditional positive regard for all children throughout the process.
- Identifies, recognizes and builds on family strengths.
- Consistently strives for expertise in understanding and responding to symptoms of trauma and all forms of separation anxiety, grief and loss, depression, neglect, abuse, and abandonment found in child victims and their non-offending family members. (Expert consultation and supervision is provided by the staff of the Sexual Assault Counseling Center.)
- Ensures that therapeutic needs are verified all follow up activities regarding them.
- Ensures that significant information is related promptly to the appropriate person(s)

- Serves as an expert witness in court testimony when needed
- Provides or facilitates full CAC services including forensic interview, medical exam or other crisis responses on a 24 hour basis. This includes arranging for other team members to be present.
- Takes or follows up with all intake calls for the CAC
- Schedules appointments for forensic interviews for child victims of sexual abuse
- Provides information and case management to victims of crime and their families. This includes assistance in applying for Victim Compensation and referrals/assistance in obtaining other needed services
- Facilitates appointments with in house mental health providers and/or advocates
- Brings new referrals needing therapy or other services to weekly SACC supervision meetings

Organizational and Management Duties

- Demonstrates strong diplomatic interpersonal and communication skills in all engagements
- Is able to represent all agency programs and shows strong understanding, collaboration and support for them
- Maintains collaborative and effective relationships within the CAC community to ensure that the reputation and expertise of the programs of Help Center, Inc. are known and potential referral sources are nurtured
- Identifies and rectifies any communication difficulties quickly and professionally
- Fosters an attitude of team work among agency staff and in other working relationships
- Provides for and personally maintains all professional development requirements
- Maintains/develops/verifies all documentation pertaining to each child and case
- Researches/facilitates programming in accordance with mission
- Maintains a balance between working independently and collaboration
- Appropriately identifies and uses the chain of command to address concerns
- Keeps the Executive Director informed at all times and utilizes supervision
- In collaboration with the ED manages all budgetary and grant responsibilities for the CAC program
- Verifies grant and reporting schedules and ensures all requirements are met
- In collaboration with the ED facilitates all accreditation requirements for the National Children's Alliance
- In collaboration with the Gallatin Project Consortium Community Education/Coordinated Community Response Specialist (CE/CCRS) the CAC Manager represents the program and the agency through public speaking, presentations, fundraising, and other marketing events

Data Collection Duties

- Keeps a log of referrals and the disposition/outcome
- Enters all data about CAC cases into the computerized data base system OMS
- Tracks all cases until they are finally adjudicated and/or closed to CAC services
- Gathers/tabulates statistics on all victims of crime referred to the CAC for reports to use in securing grants and other funding. Sources include VOCA, SASP, and NCA
- Works with the ED to gather information for all funding requirements, including grant narratives and budgets

Interagency Collaboration Duties

- Ensures the best practice quality of all services, and provides ongoing information on such to the Gallatin County Multidisciplinary Team.
- Attends all meetings of the Multidisciplinary Team (MDT), the Sexual Assault Response Team (SART), and the Domestic Violence Response Team (DVRT). Acts as facilitator of MDT if needed. Keeps team members informed of new cases and of developments in ongoing cases.
- Provides coordination and oversight to other children's services in the agency, including supervised visitation and parenting education services.
- Attends weekly, bi weekly, or monthly staff meetings for Help Center, Sexual Assault Counseling Center, and Hearts & Homes
- Follows up on services identified as needed for cases brought up at each MDT meeting
- Coordinates with Victim Services to keep families informed of the status of criminal proceedings and provides support as needed
- In collaboration with Victim services, provides or arranges for court preparation services for children having to testify in court.

HIRING SIGN IN

_____ was hired on _____
to work under this job description at half time, or an average of 20 hours/week

Work begins on _____, 6 month probation ends on _____

Salary: _____ annually (equivalent of _____ for full time (_____/hour)

Background check was performed by _____ on _____

The signatures below attest to the fact that the job description for the “Program Manager of the Gallatin County Child Advocacy Center” as well as the “Personnel Policies and Procedures of Help Center, Inc.” have been discussed and the applicant understands and accepts them.

Employee Name	Employee Signature	Date
Name of Hiring Staff	Staff's Signature	Date

Comments: