

CHILDHAVEN, INC.

JOB DESCRIPTION

Title: Program Director - Children's Advocacy Center (CAC)
FLSA Status: Exempt - Salaried
Reports to/Supervised by: Chief Executive Officer
Supervises: Children's Advocacy Center Staff including Therapists
Hours: Monday – Friday, 8:00 – 5:00 pm, On-Call Coverage (for emergencies)
Additional hours may be necessary to fulfill job responsibilities.

Position Overview: Childhaven's Children's Advocacy Center (CAC) Program Director plays a critical role in managing and leading the center to ensure it effectively supports children who have been victims of abuse or neglect. The Children's Advocacy Center Director is responsible for the overall management and strategic direction of the center. This role involves overseeing program operations, staff management, community relations, and data/grants management to ensure that the center provides high-quality services to children and families and coordinating the Child Advocacy Centers and Multidisciplinary teams in San Juan and McKinley Counties in New Mexico.

Children's Advocacy Center Services Key Responsibilities:

Facility and Program Management

- Manage program outcomes, data, and accreditation for the program.
- Maintenance of interagency agreements/MDT protocols with state and tribal entities.
- Compliance with state regulations and National Children's Alliance accreditation standards.
Conducts program oversight to assure all programming & records meet state licensing requirements and national accreditation, including personnel records.
- Coordinate joint interviews with Law Enforcement and Child Protective Services investigators, and prosecution and conduct forensic interviews and family advocacy, as needed, and ensure sufficient staff are competently trained to operate in two counties.
- Assure staff are trained to testify in court proceedings as necessary.
- Manage entry of case information into NCATrak, a web-based application.
- Maintain and submit statistical information to necessary entities.
- Participate in New Mexico Children's Alliance meetings, trainings and peer reviews.
- Report all safety and facility issues to the maintenance department to keep facility in top condition.

Staff Management/Supervision

- Models positive, effective, and healthy relationship skills and management approaches.
- CAC Program Director must be well-versed in the standards of accreditation to train/coach staff
- Responsible for the overall recruitment, management, and development of the staff, including training and evaluation of staff performance.
- Develop and implement quality assurance standards for forensic services to ensure interviews are legally sound, child-friendly forensic interviews that minimize the traumatic effect on the child.
- Provide direct supervision of designated staff and coordinate with Childhaven's Clinical Supervisor on therapeutic services.
- Manage the Family Advocacy staff to assure appropriate "warm" referrals are made timely, and case management conducted for children and families for the life of the case.
- Oversee the MDT Coordinator as facilitator of the San Juan and McKinley County Multidisciplinary Teams
- Assure all staff and MDT members strive to reach outcomes and maintain strict confidentiality.

- Ensure MDT training for prosecution, law enforcement, child protection, medical, and mental health MDT member agencies as well as schools, and maintain records.
- Develop and implement a range of training presentations on child abuse and CAC multi-disciplinary team services for team members, community groups, and service providers.
- Support staff in focusing on self-care and assuring resiliency within the CAC.
- Performs other responsibilities as assigned by Chief Executive Officer to assure smooth operations in both counties.

Personal and Professional Development

- Training and Development: Stay updated on best practices, trends, and developments in the field of child advocacy. Pursue ongoing professional development opportunities, meeting the minimum standards for accreditation.
- Ethical Standards: Maintain high ethical standards and ensure that all practices and policies align with the center's mission and values.

Job Knowledge:

1. Demonstrate competency in conducting forensic interviews, advocacy, and child abuse investigations.
2. Excellent oral and written communication skills, meeting facilitation and organizational skills
3. Ability to take initiative and work independently with excellent follow through
4. Working knowledge of Windows Office Programs
5. Working knowledge of statistics and data processes
6. Demonstrated knowledge of child protection, law enforcement, and court systems, child abuse and neglect (through professional training and experience, or higher education).
7. Cultural awareness and sensitivity-skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.

Qualifications:

- A. Master's Degree with two (2) years professional experience, including one (1) year as a supervisor, related to social work, education, criminal justice, psychology, sociology or counseling, as well as two (2) years of experience in child maltreatment investigations, or interviewing children who have been abused or have witnessed crimes of violence (forensic or investigative) or related fields; **OR**

Bachelor's Degree with three (3) years professional experience, including one (1) as a supervisor, related to social work, education, criminal justice, psychology, as well as two (2) years of experience in child maltreatment investigations, or interviewing children who have been abused or have witnessed crimes of violence (forensic or investigative) or related fields; **OR**

Associates Degree with six (6) years of professional experience, including one (1) as a supervisor, related to social work, education, criminal justice, psychology, as well as two (2) years of experience in child maltreatment investigations, or interviewing children who have been abused or have witnessed crimes of violence (forensic or investigative) or related fields.
- B. Continuing education through participation in national, regional, and local conferences and trainings, and peer reviews. Training and continuing education must be in accordance with NMCA guidelines.

Successful clearance of all local, state, and federal background checks, including CYFD child abuse and neglect check and all child protection website checks, prior to unsupervised contact with clients.

- C. Must have reliable transportation and ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License, and a clean driving record).
- D. Must obtain and maintain CPR/First Aid and CPI certification.
- E. Abide by state licensing regulations and standards, and Childhaven policies and procedures.
- F. Meets all the requirements for Forensic Interviewers below.

Forensic Interviewers Qualifications:

- A. Master's Degree related to social work, education, criminal justice, psychology, or related fields;
OR

Bachelor's Degree with two (2) years' experience related to social work, education, criminal justice, psychology, or related fields; **OR**

Associate's degree with three (3) years' experience related to social work, education, criminal justice, psychology, or related fields; **OR**

Six (6) years of relevant experience in a field related to social services.

- B. Completion of a minimum of one 40-hour national training specific to one of the four models of forensic interviewing approved by NMCA. These models are: NCAC, APSAC, NICHHD, and Child First. Training must be completed within the first year of employment. Training in one of the approved models is required.
- C. Observation of a minimum of fifty (50) "live" and taped interviews, followed by discussion with a forensic interview supervisor of the techniques demonstrated in the interview and the reaction of the child, prior to first solo interview.
- D. A new interviewer must conduct a minimum of five "practice" interviews in the interview setting with equipment that will be used during actual interviews, including sexual abuse role-plays using an earpiece, child-actors, and other methods. These interviews will be observed, reviewed, and discussed with a supervisor. There should be no fewer than five practice interviews and as many as required to achieve competence.
- E. Demonstrated ability to conduct satisfactory interviews, or child-abuse investigations.
- F. Continuing education through participation in national and regional conferences or training and peer reviews.
- G. Training and continuing education must be in accordance with NMCA standards.

JOB DESCRIPTION PART 2

DIRECTIONS: This form lists various physical and mental requirements that enable us to describe the requirements for the position listed above.

None: Not required in this position	Occasional: Performed or encountered 1% to 33% of the work time	Regular: Performed or encountered 34% to 66% of work time	Frequent: Performed or encountered 67% to 100% of work time
1. Mobility, Climbing 2. Lifting/Carrying more than 50 Pounds	3. Operating Office Equipment (Other than Computer) 4. Lifting/Carrying 5 Pounds 5. Lifting/Carrying 6 to 20 Pounds 6. Lifting/Carrying 21 to 30 Pounds 7. Lifting/Carrying 31 to 50 Pounds 8. Mobility, Crawling 9. Environmental Conditions Indoors - Cold/Heat 10. Environmental Conditions - Dust, Smoke, Fumes 11. Environmental Conditions Outdoors – Rain, Snow, Cold, Heat 12. Driving Company Vehicle 13. <i>After CPI Training: Able to handle crisis situations, de-escalate situations with child/youth</i>	14. Speaking to Large Groups 15. Move Freely About Office 16. Using Telephone 17. Mobility, Walking 18. Mobility, Standing 19. Mobility, Bending 20. Dexterity, Handling Objects 21. Dexterity, Reaching for Objects 22. Dexterity, Grasping Objects 23. Dexterity, Fingering/Touching Objects 24. Dexterity, Ability to Feel Objects 25. Hearing on the Telephone 26. Speaking on the Telephone 27. Public Contact, via Phone 28. Environmental Conditions – Noise	29. Exposure to Stressful Situations 30. Decision-making Stress 31. In Person, Public Contact 32. Sitting For Long Periods 33. Using Computer 34. Visual Requirements Overall Vision: 35. Hearing Normal Speech 36. Concentration 37. Speaking in Person 38. Produce Written Documents 39. Visual Requirements Close-up Work 40. Visual Requirements Reading Computer Monitor 41. Visual Requirements Reading for Long Periods

Please list any pre-existing medical conditions that may limit your ability to perform the job requirements. If not applicable, write N/A.

SIGNATURES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position. Failure to complete these duties may result in termination or resignation.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____