



NATIONAL
CHILDREN'S
ALLIANCE

Midwest Regional Children's Advocacy Center

**Job Descriptions and Salaries
Technical Assistance Package
June 2005**

FORWARD

This booklet has been compiled with the assistance from a number of our full/accredited members within the Midwest Region. They have graciously agreed to share their information from their center in order to assist all of our centers in developing/refining job descriptions and defining salary structure.

Enclosed in this booklet are job descriptions and salary information.

We would like to thank the following centers for kindly sharing their information for the benefit of all of us:

Child Advocacy Center of the Black Hills, Rapid City, SD

The Child Center, Inc, Hannibal and Wentzville, MO

The Children's Advocacy Center of McLean County, Bloomington, IL

Children's Assessment Center, Holland, MI

Champaign County Children's Advocacy Center, Urbana, IL

Tazewell County Children's Advocacy Center, Pekin, IL

Dakota Children's Advocacy Center, Bismarck, ND

First Witness Child Abuse Resource Center, Duluth, MN

Macon County Child Advocacy Center, Decatur, IL

Lincoln/Lancaster County Child Advocacy Center, Lincoln, NE

Nathan Weidner Children's Advocacy Center, Bay City, MI

CornerHouse Interagency Child Abuse Evaluations and Training Center, Minneapolis, MN

Rock Island County Children's Advocacy Center, Rock Island, IL

Chicago Children's Advocacy Center, Chicago, IL

Tri-County Child Advocacy Center, Youngstown, OH

United for Kids, Saginaw, MI

Children's Advocacy Center of Kalamazoo, Kalamazoo, MI

BACKGROUND:

When a Children's Advocacy Center is in the process of hiring its' employee pool, a number of things need to be taken into consideration. Two of the more vital things to deal with are: what exactly are you wanting the new employee to do for your center and how much are you willing to pay for that position in order to get the job done.

The National Children's Alliance (NCA) published a Job Descriptions and Salaries Technical Assistance Package in June 1996. To date, there have been no other publications by either NCA or the Regionals to update this information. After the Midwest Regional Children's Advocacy Center received numerous requests for this information, it was decided that we would update the information within our region, asking many of our full/accredited members to contribute to this endeavor. The following pages consist of organizational charts, job descriptions and salary ranges for each job category. We tried to keep the format the same as what NCA did back in 1996 so that previous users would be familiar with the layout. In addition, information gleaned from the NCA listserv is included for reference as are national results for non-profits (not specifically children's advocacy centers), taken from The NonProfit Times, February 1, 2005.

Each of the contributing centers agreed to have their information shared for the benefit of all. We would like to thank each of them for their contribution to this package.

EXECUTIVE DIRECTOR JOB DESCRIPTION AND SALARY

Executive Director

Midwest Salary Survey:

Salary:

Range: \$32,000-134,000.00

Average: \$58,786.00

Percentage of Total Center Budget:

Range: 15-19%

Average: 17%

National Results for Non-Profits:

Salary:

Range: \$64,552-195,886

Average: \$90,422-92,411

By Region:

New England: \$83,477

Mid Atlantic: \$101,400

South: \$85,132

Central: \$71,179

North Central: \$92,030

Southwest: \$79,030

West: \$97,401

*The following statistics are from the NCA Listserv and were provided by the IL Children's Advocacy Centers, Kathy Beasley-Pohomac. They consist of Director Salaries from their Director Salary Survey in May 2003:

CACI
DIRECTOR SALARY SURVEY
MAY 2003

\$30,000.00

Child Population of service area – 10,480
FY 2001 DCFS Statistics – 31 cases

\$40,755.00

Child Population of service area – 37,730
FY 2001 DCFS Statistics – 29 cases

\$38,000.00

Child Population of service area – 31,856
FY 2001 DCFS Statistics – 190 cases

\$50,000.00 - \$54,000.00

Child Population of service area – 176,754
FY 2001 DCFS Statistics – 466 cases

\$51,000.00

Child Population of service area – 85,954
FY 2001 DCFS Statistics – 459 cases

\$35,000.00

Child Population of service area – 21,566

\$40,000.00

Child Population of service area – 78,543
FY 2001 DCFS Statistics – 207 cases

\$65,000.00

Child Population of service area – 241,411
FY 2001 DCFS Statistics – 392 cases

\$38,400.00

Child Population of service area – 12,284

\$36,050.00

Child Population of service area – 28,218
FY 2001 DCFS Statistics – 129 cases

\$52,000.00

Child Population of service area – 49,404
FY 2001 DCFS Statistics – 206 cases

\$39,000.00

Child Population of service area – 42,616
FY 2001 DCFS Statistics – 226 cases

\$27,300.00

Child Population of service area – 15,893
FY 2001 DCFS Statistics – 66 cases

\$45,000.00

Child Population of service area – 64,476

\$35,000.00

Child Population of service area – 22,761

\$32,500.00

Child Population of service area – 16,586

*The following data is from the NCA Listserv and consists of a salary survey that represents states throughout the country.

Centers by state	Salary of Exec.Dir.	Full Time?	Agency budget	How many does ED supervise	Salary of support staff	Support staff hours
Ala. 1	40,000-60,000	Yes	300,000	3-7	24,000	40
Ala. 2	42,000	Yes	265,000	5	19,000	40
Calif. 1	64,000	Yes	500,000	10	32,000	35
Col. 1	35,000	Yes	300,000	1		
Col. 2	53,000	Yes	300,000	5	12,000	20
Col. 3	38,000	Yes	323,000	5	9.50/hr	40
Fla. 1	49,200	Yes	600,000	17	25,000	40
Fla. 2	40,000 – 42,000	Yes	326,000	5	22,000 – 23,000	40
Fla. 3	46,000	Yes	420,000	6	17,000	40
Ga. 1	55,000	Yes	328,349	5	27,000	40
Ga. 2	40,000	Yes	200,000	4	19,000	40
Ill. 1	41,069	Yes	265,165	1		
Ill. 2	45,000	Yes	275,000	7	10.00/hr	29
Ks. 1	30,000	Yes	120,000	1		
Neb. 1	45,000	Yes				
NC. 1	33,900	Yes	205,000	1	9.50/hr	25
NC. 2	38,000-42,000	Yes				
NC. 3	38,000 - 42,000	Yes	215,000	2	25,500 – 28,000	40
NC. 4	61,000	Yes	402,739	6	31,800	40
NC. 5	45,000	Yes	250,000	6	15,000	25
NC. 6	40,792	Yes	265,000	5	25,000	40
NC. 7	36,750	Yes	175,000	4	13.00/hr	15
NC. 8	35,000-38,000	Yes	260,000	5	31,000	40
Oh. 1	45,000 – 60,000	Yes	160,000	2		
Ore. 1	63,812	Yes	70,000	18	27,500	40
Penn. 1	Mid 70s	Yes	1.2 million	14	Low 30s	40
Tenn. 1	42,000	Yes	179,000	1pt, 15vols.	Volunteers	---
Tex. 1	47,000	Yes	350,000	15	21,000	40
Tex. 2	57,750	Yes	665,000	13	27,500	40
Tex. 3.	48,000	Yes		8-12	25,000	40
Wash. 1	46,200	Yes	450,000	6	10.00/hr.	40

This information has been compiled into a grid, naming each response by state and a number

**CHICAGO CHILDREN'S ADVOCACY CENTER
JOB DESCRIPTION**

Title: Executive Director
Reports To: Board of Directors

Exempt
Revision Date: March 31, 2005

Position Mission:

Responsibility Summary: The chief executive is responsible for the overall administration and management of Chicago Children's Advocacy Center, including all programs, fundraising activities, and general operations. Areas of responsibility include planning and evaluation, policy development and administration, personnel and fiscal management, and public relations. This is a full-time position, hired by and directly accountable to the board of directors through its board president.

Primary Responsibilities:

Management and Administration

- Develops organizational goals and objectives consistent with the mission and vision of CCAC.
- Develops and administers operational policies.
- Directs and formulates the plan for achieving the agency's philosophy, mission, strategy annual goals and objectives.
- Oversees all programs, services and activities to ensure that program objectives are met.
- Provides guidance and leadership in formulating a fundraising plan that meets the needs of the agency.
- Provides leadership to the staff and board of directors in implementing the fundraising plan.
- Ensures compliance with funding sources and regulatory requirements.
- Reports regularly to the board of directors on the status of the agency and its programs.
- Ensures appropriate maintenance of CCAC's facility.

Fiscal

- Develops, recommends and monitors annual budgets.
- Ensures effective audit trails.
- Approves expenditures.

- Provides for proper fiscal record-keeping and reporting.
- Reports the financial status of the agency to the board of directors.
- Supervises the submissions of grant applications and funding proposals as appropriate.

Personnel

- Administers board-approved personnel policies.
- Ensures proper hiring and termination procedures.
- Supervises management and any disciplinary actions taken by management.
- Ensures adequate supervision and evaluation of all staff and volunteers.

Board Relations

- Assists the board president in planning the agenda and materials for board meetings.
- Initiates and assists in developing policy recommendations and in setting priorities.
- Facilitates the orientation of new board members.
- Works with the board to meet the fundraising goals of the agency.
- Participates on all board committees as appropriate.

Public Relations

- Serves as the primary spokesperson for the agency and chief liaison to community groups and the press.
- Ensures appropriate representation of CCAC by all employees.
- Coordinates representation of CCAC to legislative bodies and other groups.

Inter-Agency Relations

- Develops and maintains good relations with current and potential agencies working with CCAC.
- Maintains membership and good standing with national organizations that have similar missions as those of CCAC.

Performance Review: The Executive Director will be reviewed on an annual basis by the board president (or her designee) and the Executive Committee. A copy of each review will be provided to the Executive Director and she will be given an opportunity to provide an oral and/or written response.

Macon County Child Advocacy Center

POSITION TITLE: Executive Director

SUPERVISOR: Governing Board

DUTIES:

Fiscal Management

- Develop and regularly review the annual budget.
- Ensure compliance with all grant requirements.
- Research and write new and existing grant proposals.
- Develop new funding sources and fundraising activities.
- Prepare timely and necessary reports and statistics required by various funding sources.
- Be accountable for all fiscal activities.

Program Management

- Coordinate and participate in all team review meetings.
- Maintain database of Center cases.
- Responsible for the maintenance of all records and their confidentiality.

Personnel Management

- Interview prospective personnel.
- Hire and discharge staff when necessary, in conjunction with the Governing Board.
- Recruit and train volunteers in conjunction with the Family Case Coordinator.

Development and Management of Center

- Establish and maintain a facility that offers a home-like atmosphere.

Board Relations

- Present report at all Governing Board meetings.
- Implement policies as directed by the board.

Community Relations

- Responsible for representing the Center's purpose, goals, and program through public presentations, educational programs, community networking, and media communication.
- Network with community service providers to develop appropriate client referrals.

Community Education

- Develop and provide community education presentations.
- Develop and provide professional training for community agencies as needed.

Direct Service

- Provide crisis intervention counseling when needed.

SALARY: \$36,000-\$40,000 contingent on education and experience

CHILDREN'S ADVOCACY CENTER
Holland, MI

EXECUTIVE DIRECTOR

REPORTS TO: CHILDREN'S ADVOCACY CENTER BOARD OF DIRECTORS

I. ADMINISTRATION

- A. Performs the overall administrative tasks necessary to the effective operation Of the Children's Advocacy Center.
- B. Implement the board policy and committee work plans.
- C. Identify and employ staff to carry out the program.
- D. Integrate and coordinate staff functions, delegate staff responsibilities and supervise staff in carrying out assigned tasks.
- E. Establish procedures with the center.

II. COORDINATION

- A. Establish and maintain adequate space for personnel assigned to work at the center.
- B. Participate in investigations as requested by those responsible for the investigation. Conduct evidentiary interviews and assessments of suspected child abuse.
- C. Provide crisis counseling to children and supportive family members.
- D. Provide staff to provide direct services, which support the investigation.
- E. Provide and file all necessary reports connected to an investigation.
- F. Coordinate efforts necessary to assure on-going training of all personnel involved in the services of the center.

III. FISCAL ACCOUNTABILITY

- A. Maintain records of income and expenses that assure efficient use of all center resources.
- B. Maintain regular communication with the Administrative Assistant/Financial Manager, to assure that adequate funds are on hand to carry out the mission of the center.

- C. Make regular reports to the center board of the current status of the center's finances.
- D. Maintain a search of additional funding sources such as federal, state and local grants and foundations.
- E. Cooperate with the board in community fund-raising.

IV. PLANNING FUNCTIONS

- A. Maintain statistics of reports and open cases of child abuse in all townships and municipalities, for the purpose of seeing trends.
- B. Prepare comprehensive plan for the center's future ability to meet the demands brought about by growth.
- C. Coordinate the planning of the agencies involved to assure that the center will continue to be relevant in their response to child abuse.

V. MONITORING AND EVALUATION

- A. Initiate and maintain monitoring/evaluation systems for both the programmatic and fiscal aspects of services provided by the center.
- B. Prepare timely and necessary reports and statistics required by the board, funding sources, and the public.
- C. Monitor and, as needed, revise all forms used in case-related activities as well as statistical information.

VI. WORKING RELATIONSHIP WITH THE BOARD

- A. Initiate and work with the board, officers, and committee members on the board orientation, education, and in developing programs, policies, and guidelines.
- B. Assist in preparation of agendas in cooperation with the President.
- C. Keep all records pertaining to the board, including, but not limited to the board membership lists, minutes of meetings, etc.
- D. Attend all board meetings and report on the center operation.

VII. COMMUNITY RELATIONSHIPS

- A. Participate in National, State, and local organizations concerned about child abuse.
- B. Monitor all media coverage of the center and it's activities.
- C. Provide public education and professional training in the community.
- D. Network with community providers to develop appropriate treatment resources for the clients.
- E. Be the spokesperson for the center in the community.

VII. ADDITIONAL DUTIES ASSIGNED BY THE BOARD

The Child Center, Inc.
Job Description
Wentsville, MO

Position: Executive Director

Responsible to: Board of Directors

Responsibilities:

Is responsible to the Board of Directors to carry out the purposes, policies, and programs of the St. Charles Regional Child Assessment Center, (herein referred to as the CAC), as determined by the Board of Directors. Supervises all administrative aspects of the CAC's functioning, recommending policy changes when necessary. Works in close association with the Executive Committee of the Board to direct activities of the employees of the CAC. Carries the majority of the responsibilities for fund raising efforts, and public relations work in collaboration with the Board Committee members.

Duties and Tasks:

A. Administrative Responsibilities:

1. Functions as personnel officer for the CAC regarding volunteers and CAC staff.
 - a. interviews all prospective employees
 - b. trains agency personnel
 - c. supervises all CAC staff
 - d. renders yearly evaluations of staff
2. Functions as records control officer and maintains documents necessary to fulfill legal and regulatory requirements.
3. Works collaboratively with Board Committees to draft appropriate policy statements regarding:
 - a. financial
 - b. fund raising
 - c. programs
 - d. education
 - e. facility
 - f. public relations
4. Organizes and attends Board meetings.
5. Attends committee meetings as appropriate
6. Keeps the CAC's Board informed about relevant developments in the child abuse field and other relevant developments possibly impacting the CAC.
7. Additional duties as assigned by the Board of Directors.

B. Develop and Manage the CAC.

1. Establish and promote a facility that has a home like atmosphere in which cases of child sexual abuse and other child abuse may be handled in the least traumatic environment.
2. Coordination of a multidisciplinary team approach to child abuse investigations involving medical personnel, child protection workers, law enforcement, prosecutors, therapists, and victim advocates; develop and maintain interagency communication and networking regarding child abuse and the role of the CAC.

3. Regularly facilitates communication regarding child abuse between the involved agencies and the community at large by informal as well as formal means.
4. Provide an ongoing forum for interagency problem solving and planning in the area of child abuse.
5. Responsible for overall management of the CAC.
6. Responsible for appropriate maintenance and implementation of all policies and procedures as determined by the Board.
7. Responsible for insuring quality facility management and maintenance.

C. Program Development:

1. Develop grant applications for program funding through research, identification and application to grantors:
 - a. assist, supervise and/or write grant proposals
 - b. implement grant funded projects and comply with grantor requirements.
2. Implement accepted program plans.
3. Works with Board to develop program plans and objectives.
4. Initiate and/or assist with any fundraising events approved by the Board of Directors.

D. Community and Public Relations:

1. Responsible for representing the CAC's purpose, goals and program through:
 - a. public presentations and information
 - b. educational programs
 - c. prevention programs
 - d. community programs
 - e. media communication
 - f. networking with other Child Advocacy centers
2. Serve as the CAC's representative and liason to:
 - a. child abuse professionals
 - b. business
 - c. educational community
 - d. non profit sector
 - e. human service organizations
 - f. service organizations
 - g. local and state governments, legislative and judicial
 - h. medical community
3. Participates on behalf of the CAC in coalitions that address child sexual and other child abuse needs.

E. Qualifications:

1. College degree required with a Master's preferred: knowledge of current services to abused children in Lincoln, Marion, Montgomery, Pike, Ralls, St. Charles, and Warren counties; basis knowledge of the dynamics of child abuse; management and supervisory skills; human relations skills including diplomacy and mediation; demonstrated skill in networking between agencies and professionals; excellent oral and written communications skills; good problem solving skills; enthusiasm and energy; demonstrated ability to write successful grants and fund raising.

**PROGRAM DIRECTOR
JOB DESCRIPTION AND
SALARY**

Program Director

Midwest Salary Survey:

Salary

Range: \$25,584-100,000

Average: \$45,073

Percentage of Total Center Budget

Range: 9-26%

Average: 16%

National Results for Nonprofits:

Salary

Range: \$40,129-93,452

Average: \$54,166-55,869

By Region:

New England: \$49,384

Mid Atlantic: \$63,567

South: \$44,465

Central: \$46,847

North Central: \$50,766

Southwest: \$44,900

West: \$60,474

For the purposes of this survey, the following job titles have been grouped together:

Site Director

Center Coordinator

Administrative Manager

Director of Operations

Director

Clinical Director

Chicago Children's Advocacy Center

Job Description

Title: Clinical Director
Reports To: Executive Director

Exempt
Revision Date: 1/09/04

Position Mission: VISION

Responsibility Summary:

This job exists to ensure that all child victims and their non-offending family members receive appropriate mental health and long-term case management and advocacy services. The Clinical Director will supervise delivery of mental health services to sexually abused children and their non-offending caretakers; oversee the development and maintenance of the Network of Treatment Providers and manage program policies and procedures and participate in on-going development and evaluation. The Clinical Director will incorporate the value of culturally competent practice at all levels of clinical and follow-up interventions.

Primary Responsibilities:

- Implement policies and procedures for the clinical services provided.
- Oversee the development and maintenance of the Network of Treatment Providers.
- Provide case related psychological consultation to multidisciplinary team as needed.
- Recruit, train and supervise program staff and interns including development and/or implementation of training curriculum.
- Develop and supervise long- term follow-up.
- Conduct psychological intakes for families identified with mental health concerns.
- Serve as a liaison between the clinical staff and the CCAC administration and multidisciplinary team co-located at the CCAC.
- Represent the clinical services of CCAC to the profession and lay public by attending community and networking meetings.
- Provide and supervise treatment services at CCAC, including individual, family and group therapy.
- Provide and supervise intensive mental health assessments and crisis intervention for children and families.

- Participate in supervision, professional development and on-going training.

Qualifications:

Minimum educational requirement of MA/MSW, preferably a PhD, in social work or clinical psychology. Minimum of 5 – 10 years of counseling and supervision experience in a child abuse services setting. Strong clinical, team building, organizational and written and oral communication skills are necessary. Demonstrates awareness of multiple cultures and the impact of cultural issues on mental health service a must. Knowledge of assessment and treatment methods, Chicago-area mental health service system and mental health codes and regulations.

Children's Advocacy Center Director Bloomington, IL

Mission: The Children's Advocacy Center is committed and dedicated to the advocacy of all children who reside on McLean county, through the Advocacy Center and Court Appointed Special Advocate program and those programs related to the intervention and prevention of child abuse.

Responsibilities:

- **Job duties:**

The director will be responsible for the day to day programming and activities of the Children's Advocacy Center/CASA program. Including supervision of all staff, fiscal requirements, granting, community awareness, program growth and development, liaison to the justice committee of the county board, functioning with the judiciary and case workers in private agencies as well as the Department of Children and Family Services, police and State's Attorney's Office, ensuring compliance with National Children's Alliance as well as best practices of the National Children's Alliance and National CASA programs. Ensuring the quality and maintenance of all VOCA funded program activities.

- The Director will supervise and coordinate the actions of the department as well as the direct supervision of the Associate Director of Operations, Associate Director of Training, Mental Health Therapist, Administrative Secretary, on site State's Attorney and any other staff assigned to the Center, both directly or indirectly. The volunteers and interns associated with the program will be supervised indirectly by the Associate Director of Operations with full supervision delegated to the Assistant Director of Training for CASAs. Performance evaluations will be conducted by the Director and the conduct of all employees of the Center will be the Directors responsibility.
- The Director will be accountable for the resources of the department. As warranted and determined, the director will be responsible for the execution of grant writing and the monthly or quarterly responsibilities of the grants. The director may supervise staff in the granting process as well or in the processing of the monthly, quarterly reports. The Director will manage the CAC/CASA budgets as well as the CPN budget and keep files and accountability to both entities. An independent auditor will examine the books on a yearly basis. The Director will insure compliance to all VOCA funded program standards.
- The Director will take a proactive and involved role in the community/county. The director will focus the Advocacy Center on a preventive course for awareness and prevention of child sexual and physical abuse. The Director will work with other agencies' to maximize the effectiveness of the community awareness and determine with collaborative community/county agencies the best source of action needed.
- The Director will manage the growth and the development of the Center and the programs associated with the Center. The Director will respond to community needs in assessing growth areas and development.
- The Director will act as a back-up to the Forensic Interviewer and in McLean, Livingston and DeWitt Counties functioning with the MDT team, as a case coordinator in assembling staffing and

the forensic interviewing process when the coordinator is unavailable due to increase activity at the center or multiple staffing's or interviews taking place at the same time.

- The Director will manage the statistical information related to the number of reported abuses, the number of interviews and staffing's, giving a clear perspective on the types of indicators the county is reporting.
- The Director will operate as a department head and attend and function in that capacity at all training's and informationals with the county administrators office. In that capacity will report to the Justice oversight committee of the County Board.
- Perform the overall administrative tasks necessary to the effective operation of the CAC/CASA as it relates to all funding sources, for example VOCA
- Prepare and recommend to the board annual and monthly budgets prepared in consultation with staff, preparing timely and necessary reports.
- Monitor and facilitate media coverage/public relations of the CAC/CASA, including releases of all PSAs and news releases.
- Participate in national, state and local organizations concerned with child sexual abuse with active participation on the State CASA and Children's Advocacy Center of Illinois Boards of Directors
- Provide training to disciplines regarding child abuse investigation and interviewing techniques, as well as overseeing the content of the mandated CASA program advocate training, and act as a team trainer for the CASA program. As well the director will facilitate the accreditation in the National Children Alliance Program area at the Advocacy Center.
- The director will take full responsibility for compliance to the Victims of Crime Act Standards in both the CAC and CASA program areas, as well as all other funding sources
- Develop and facilitate adult survivor support group.
- ***Italicizes area is not listed in the county job description***
- *Those other duties for the Child Protection Network including the fiscal management, grant attainment, writing and management of grants particular to 501c3 organizations.*
- *The director will bring to the CPN board a balanced budget inclusive of projected expenses and revenues and will work with auditors for a comprehensive audit.*
- *The director will lead the organization in fund raising activities, for example, TIP A VIP, Appeal letters, etc.*
- *The direct will be the chief spokesmen for the Child Protection Network and will be the designated speaker for all United Way presentations, as well as all other service and philanthropic organizations, unless otherwise assigned..*
- *All other duties necessary to the functioning of the Advocacy Center and CASA program.*

Associate Director of Operations Bloomington, IL

Job Description

Qualifications

1. Bachelor's degree preferred and/or experience in coordination or fiscal management.
2. Ability to effectively communicate with, *supervise and empower staff, volunteers and MDT members to perform their roles successfully. As well as the ability to effectively communicate by written word to funders and all components that are integral to the operation area of the agency.*
3. *Knowledge and understanding of issues and dynamics within families that are in crisis relating to child abuse and neglect.*
4. *Knowledge and understanding of the judicial system.*

Supervision

1. The Associate Director of Operations is directly responsible to the Director of the Child Protection Network/Children's Advocacy Center/CASA of McLean County.
2. *The Associate Director of Programs is responsible for maintaining a strong relationship with the Judiciary, The Department of Children and Family Services, Police Agencies, The State's Attorney's Office, and private agencies that provide direct services to the children of the CASA and CAC program areas.*
3. *The Associate Director of Operations will provide leadership supervision to the Family Child Advocate, the Multi-County Advocate including review of their performance evaluations.*

Duties And Responsibilities

1. *The Associate Director of Operations will maintain the writing and reporting of all grants.*
2. *The Associate Director of Operations will be responsible for the Child Protection Network, County Board Budgeting and will administer those budgets as required for the day to day operations of the Children's Advocacy Center and CASA programs.*
3. The Associate Director of Operations will coordinate the multi-disciplinary team and those interviews and staffings that are associated.
4. Coordinate and participate in pre-and post interview team meetings
5. When the MDT deems it appropriate, the Director of Operations will be the lead interviewer on child interviews.
6. The Associate Director of Operations will either participate in *or supervise the Family Child Advocate, Multi-County Advocate in the weekly case review meetings.*
7. The Associate Director of Operations will set up and maintain individual case files when it is appropriate.
8. The Associate Director of Operations will be responsible for the data base and the compilation of statistics for children seen at the Center.
9. The Associate Director of Operations will orient, supervise office volunteers, interns and contractual employees of the Children's Advocacy/.CASA programs, except those CASA volunteers.
10. Will assist in the preparation and compilation of annual reports, monthly and quarterly reports.
11. The Director of Operations with the Executive Director will maintain 24 hour on call status for any MDT interviews held at the Center.
12. *The Associate Director of Operations will attend all appropriate conferences and workshops related to CASA as well as child abuse, child welfare, forensic interviewing and informational and motivational programs as deemed important to the position and those positions that are supervised.*

- 13. Work with the Executive Director and the Associate Director of Programs in the general growth and efficiency of the agency including but not limited to program planning, media and press, presentations and public speaking, goals and objectives for strategic planning.*
- 14 Attend all Child Protection Network-Children's Advocacy Governing Board of Director meetings for the purpose of updates on those program areas managed by this position. As well, when appropriate act as the representative to the oversight Justice Committee of the McLean County Board.*
15. Perform other duties as assigned.

The Child Center, Inc.
Job Description
Wentsville, MO

Position: Site Director/Mental Health Coordinator

Responsible to: Executive Director

Responsibilities:

This individual is responsible to carry out the purposes, policies, and programs of The Child Center, Inc. (Hannibal location) as determined by the Executive Director and the mission of the center. Supervises all administrative aspects of the Hannibal center's functioning and works in close association with the Executive Director to direct activities of the employees of the Hannibal Center. . Carries the responsibilities for fund raising efforts, and public relations work in collaboration with the Executive Director and the Board Committee members.

Duties and Tasks:

F. Administrative Responsibilities:

1. Functions as personnel officer for the Hannibal Center regarding volunteers and staff.
 - a. trains agency personnel
 - b. supervises all Hannibal Center staff
 - c. renders yearly evaluations of staff
2. Functions as records control officer and maintains documents necessary to fulfill legal and regulatory requirements.
3. Works collaboratively with the Executive Director to draft appropriate policy statements regarding:
 - a. financial
 - b. fund raising
 - c. programs
 - d. education
 - e. facility
 - f. public relations
4. Additional duties as assigned by the Executive Director

G. Develop and Manage the Hannibal Center:

1. Establish and promote a facility that has a home like atmosphere in which cases of child sexual abuse and other child abuse may be handled in the least traumatic environment.
2. Coordination of a multidisciplinary team approach to child abuse investigations involving medical personnel, child protection workers, law enforcement, prosecutors, therapists, and victim advocates; develop and maintain interagency communication and networking regarding child abuse and the role of the Center.
3. Conduct forensic interviews of child victims when necessary.
4. Regularly facilitates communication regarding child abuse between the involved agencies and the community at large by informal as well as formal means.
5. Provide an ongoing forum for interagency problem solving and planning in the area of child abuse.

6. Provide outreach to currently underserved counties in northeast Missouri and coordinate the development of service delivery.
7. Responsible for overall management of the Hannibal Center.
8. Responsible for appropriate maintenance and implementation of all policies and procedures as determined by the Board.
9. Responsible for insuring quality facility management and maintenance.

H. Program Development:

1. Develop grant applications for program funding through research, identification and application to grantors:
 - a. assist, supervise and/or write grant proposals
 - b. implement grant funded projects and comply with grantor requirements.
 2. Implement accepted program plans.
 3. Works with the Executive Director to develop program plans and objectives.
- Initiate and/or assist with any fundraising events approved by the Executive Director.

I. Mental Health Services:

1. Develop and coordinate a network for a comprehensive mental health response in the area counties served by the Hannibal Center.
2. Organize and develop and present training for the mental health network.
3. Develop and supervise a practicum placement for undergraduate and graduate students.

J. Community and Public Relations:

1. Responsible for representing the Centers purpose, goals and program through
 - a. public presentations and information
 - b. educational programs
 - c. prevention programs
 - d. community programs
 - e. media communication
 - f. networking with community leaders to promote services
2. Serve as the Center's representative and liaison to:
 - a. child abuse professionals
 - b. business
 - c. educational community
 - d. non profit sector
 - e. human service organizations
 - f. service organizations
 - g. local and state governments, legislative and judicial
 - h. medical community
3. Participates on behalf of the Center's in coalitions that address child sexual and other child abuse needs.

K. Qualifications:

College degree required with a Master's in Social Work or related field: knowledge of current services to abused children, basic knowledge of the dynamics of child abuse; management and supervisory skills; human relations skills including diplomacy and mediation; demonstrated skill in networking between agencies and professionals; excellent oral and written communications skills; good problem solving skills; enthusiasm and energy; demonstrated ability to write successful grants and fund raising.

JOB DESCRIPTION
Bismarck, ND

POSITION TITLE: CHILDREN'S ADVOCACY CENTER COORDINATOR February 12,2002
DEPARTMENT: CHILDREN'S SERVICE LINE
SUPERVISOR: LEADER OF CHILDREN'S SERVICE LINE

Summary:

Visionary skills and the ability to assess community needs and initiate program development in response to these needs required. Establish and maintain strong interpersonal relationships with professionals, children and caregivers.

Prerequisite:

It is the organizational philosophy that all associates MUST have a positive attitude and demonstrates behavior consistent with the Medcenter One Credo, if we are to accomplish our mission with the public we serve. This associate utilizes good inter-personal relations with associates, physicians, and guests by communicating, cooperating and assisting promptly in a courteous manner. Medcenter One Health Systems is committed to providing a safe environment and reducing risk to patients. All Associates are responsible for identifying, reporting and managing both actual and potential risks to patient safety.

JOB PERFORMANCE STANDARDS: E = Essential M=Marginal

General Duties:

1. (E) Listens, motivates and participates in team efforts. Actively works to generate respect and enthusiasm. Cooperates with others through sharing duties. Is perceived as available and responsive to team members. Sets a positive example for desired work ethic and attitude.

2. (E) Maintains appropriate verbal and non-verbal behavior in the work area being aware of the patient, family, staff, and other customer's perception of your behavior. Respects the individuality and wishes of others by such actions as extending a warm welcome, introducing self and making eye contact. Demonstrates appropriate telephone etiquette.

3. (E) Adheres to dress code policy. Wears ID badge so identification is visible.

4. (E) Demonstrates the responsibility and accountability by taking the initiative to identify problems, offering appropriate solutions and following through on solutions in a timely manner. Seeks ways to improve performance of self. Partivipates in or pursues cross training opportunities if available.

5. (E) Responds to customer requests, concerns and complaints in a timely manner; offering explanation of services in a clear, concise and friendly manner.

6. (E) Maintains patient, customer, and employee confidentiality.
7. (E) Demonstrates knowledge and compliance with all safety, security and infection control procedures such as utilizing appropriate personal protective equipment, demonstrating proper body mechanics, etc. Follows established procedures in risk occurrence and reporting variances, injury and incidents.
8. (E) Maintains education, certifications and validations required for position.
9. (E) Responsible for staff meetings through attendance and active participation and/or review of minutes.

Primary Duties:

1. (E) Responsible for the oversight of all aspects of the Children's Advocacy Center:
 - a. Writes annual National Children's Alliance grant and monitors spending.
 - b. Writes annual Victims of Crime Act grant and monitors spending and match requirements.
 - c. Writes other grants as needed.
 - d. Submit quarterly reports for grant activity and submit billings to accounting.
 - e. Organize agenda and case review for meetings. Informs Board members of meeting time, date and agenda.
 - f. Develops education materials for the Children's Advocacy Center and for patient education.
 - g. Approve all grant expenditures.
 - h. Coordinate billing procedures with the Billing Office.
 - i. Oversees client medical records for the Children's Advocacy Center.
 - j. Is trained and conducts the forensic interviews.
 - k. Testifies in court, when subpoenaed.
 - l. Provides support to child and family during forensic process.
 - m. Make referrals for follow-up as appropriate to family needs.
 - n. Provides referral information to families for ongoing support as needed.
 - o. Receives referral information from referring agencies.
 - p. Works with Secretary to schedule appointments.
 - q. Works with other the Advisory Board to determine protocol.
 - r. Provides training as needed to communities across the state.

2. (E) Represents the Children's Advocacy Center on the following: Burleigh County Child Protection Team, the Alliance for Children's Justice, AARC Sexual Assault Task Force, and the Prevent Child Abuse Board.
3. (E) Responsible for day to day activities of the Children's Advocacy Center including program budgeting, hiring of contact staff, planning of goals and the promotion of the center. Maintains a budget variance of 2 %.
4. (E) Performs Advocate duties when the Advocate is not available.
5. (E) Demonstrates commitment to the organization by showing initiative in utilization of free time and exhibiting flexibility by acceptance of variable work schedules and assignments.
6. (E) Aware of developmentally appropriate specific training needs.

Working Conditions (Environmental):

Primarily sedentary, but involves a lot of walking.

Physical Demands:

1. Sit, stand, bend, reach, and kneel continuously throughout the day.
2. Stamina to withstand delayed meals, personal breaks, and variation in workload.
3. Ability to speak, hear, and see clearly.
4. Must be able to lift up to 30 pounds.

Education:

BS in Social Work, Family Science, Counseling or Child Development (MS preferred) and a minimum of three years experience working with children and their families on a professional level.

Experience:

A minimum of two years experience in social agency and community organization dealing with health care/or welfare. Possess some background in working with a variety of people. Rehabilitation and mental health related work experience preferred. Specific grant writing skills, and experience in writing for education and motivating publications.

Job Knowledge:

Understanding of social science, school and legal systems. Effective team building skills. Requires comprehensive oral and written communication skills needed to motivate, convince, and/or change behavior. Must have a good understanding of community health, welfare and social agencies.

Special Demands:

Ability to be very flexible with job duties and time. Excellent human relation skills and ability to verbally communicate with a variety of people. Attention to detail and follow-up.

I am able to perform the essential duties of this job.

Associate's Signature

Date

**CHICAGO CHILDREN'S ADVOCACY CENTER
JOB DESCRIPTION**

Job Title: Administrative Manager
Reports to: Director of Administration

Exempt
Revision Date: 1/20/04

Position Mission: To provide and maintain state-of-the-art work environment.

Responsibility Summary:

The Administrative Manager provides support services for the Department of Administration by assisting in facility management and on-going facility development, recruitment, orientation and hiring of new employees and maintenance of personnel files. The Administrative Manager will provide back up to the Director of Administration.

Primary Responsibilities:

Office Management

- Provide assistance to key office executives and other functional managers, by managing the day-to-day administrative responsibilities including mail, phones, filing, and distribution of information.
- Schedule and coordinate meetings as required, provide materials and preparations for meetings including food service when requested.
- Record minutes of meetings, as necessary.
- Order and inventory all office supplies.
- Assist in research, implementation and supervision of vendor contracts related to office management and process vendor billing.
- Manage office equipment and vendor relationships.
- Responsible for all office keys and the alarm system.
- Manage and disburse petty cash.

Supervision

- Manage and supervise Reception area and staff.
- Responsible for all building maintenance needs including supervision of maintenance employee.
- Assist in recruiting, orienting, training, and supervision of Building Security Officers.

Human Resources

- Assist in recruiting, hiring, and orientation of new employees.
- Provide research updating job descriptions.
- Perform other related duties as required.

QUALIFICATIONS: B.A. preferred, High School Diploma with a minimum of 5 years experience in office management. Typing skills of at least 40 wpm and proficiency in Microsoft Word, Excel, PowerPoint, Access and Outlook.

Manager/Coordinator Job Descriptions/Salary

Manager/Coordinator

Salary

Range: \$20,000-60,000

Average: \$31,471

Percentage of Total Center Budget

Range: 13-13.5%

Average: 13%

For the purposes of this survey, the following job titles are grouped together:

Case Coordinator

Case Manager

Intake Coordinator

Champaign County
Job Description
Urbana, IL

Job Title: Case Manager
Department: Children's Advocacy Center
Reports To: Executive Director
FLSA Status: Exempt
Prepared Date: April, 2004

SUMMARY Works through local agency and service providers to facilitate investigations, medical and treatment referrals, and ongoing legal proceedings to support child victims of sexual and serious physical abuse and their families.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Works with agencies and service providers to facilitate case coordination and information sharing.

Refers child victims and their families to appropriate community agencies such as crisis intervention; legal advocacy; counseling agencies for medical, mental, physical, social and educational needs.

Maintains case records and provides assistance with appropriate documentation.

Works closely with law enforcement agencies, schools, health, and welfare agencies.

Assists with prevention/education curriculum development and presentations.

SUPERVISORY RESPONSIBILITIES May provide some direct supervision to interns and volunteers.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE Bachelor's degree (B.A.) from a four-year college or university and a major in social work or a related field. Previous experience in criminal justice, human services and professional training in child abuse is recommended.

LANGUAGE SKILLS Ability to read and interpret documents such as law enforcement reports, government or agency regulations and legal interpretations. Ability to write reports and business correspondence. Ability to speak effectively before individuals, public groups and

employees of the organization.

MATHEMATICAL SKILLS Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

REASONING ABILITY Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS As required.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk; or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions. Occasionally will do home or on-site visits. The noise level in the work environment is usually moderate.

**THERAPIST JOB
DESCRIPTION AND
SALARY**

Therapist

Salary

Range: \$17,931-52,000

Average: \$36,554.00

Part-time:

Hourly: \$50/hr

Percentage of Total Center Budget:

Range: 9.6-12%

Average: 10%

For the purposes of this survey, the following job titles are grouped together:

Director of Mental Health Services

Assistant Director of Mental Health Services

Crisis Counselor

Therapist

**Chicago Children's Advocacy Center
Job Description**

Job Title: Director of Mental Health Services
Reports to: Executive Director

Exempt
Revision Date: 10/22/04

Position Mission: To plan, organize, and administer mental health services performed by Mental health staff to a varied population of clients affected by child sexual abuse.

Responsibility Summary: (not done)

Primary Responsibilities:

Direct Service

- Maintains a specialized caseload of no more than 4 individuals/families with an emphasis on cases presenting special needs or problems. Once a year, co-facilitates a support group that focuses on ameliorating the residual effects of child sexual abuse, if possible.

Mental Health Program Management

- Develops strategic direction for the mental health program. Participates in strategic and annual program planning, develops and recommends operating policy and procedure changes and operational plans. Designs and implements operational plans for the Mental Health Program.
- Develops, implements, and evaluates mental health program quality assurance/ continued improvement process including case review. Evaluates and monitors services (service outputs, service quality, and outcomes) provided to clients on an on-going basis to insure that services are meeting client and community needs and conform to program goals and outcome targets, as well as agency policies and procedures. Prepares monthly service statistics.
- Using client outcome data and best practices, refines existing Mental Health Programs.
- Develops effective treatment approaches to work with the population serviced by the Mental Health Program.
- Provides written descriptions of programs which include: definition of problem(s) to be addressed; community need for program; method of carrying out the program (inputs and outputs); projected outcomes, and; plan for on-going evaluation and feedback to management staff and Executive Director.

- Facilitates the development of policies and procedures required for a Medicaid contract.
- Insures that the Mental Health staff accurately completes administrative and clinical forms, case recordings, and reports in a timely manner.
- Oversees the Network of Treatment Providers.
- Managers the Child Life, Art Therapy, Pregnant Teen Parenting, STOP, and Crisis Programs.

Mental health Staff Management and Training

- Provides clinical and administrative supervision to senior clinicians.
- Participates in hiring decisions by evaluating candidates; evaluates staff performance, recommends salary changes, promotions, demotions, and terminations. Administers personnel policies and procedures as they relate to the Mental Health staff.
- Facilitates Mental Health team meetings. Develops and maintains therapy-related educational sessions for the Mental Health Program and acts as a consultant or seminar leader.
- Manages Mental Health staff scheduling.
- Develops the CCAC Mental Health Program as an expanded training site for students and interns in the field of Mental Health.

Administration

- Represents the mental health program on the CCAC executive management team.
- Approves program expenses within program guidelines.
- Performs administrative tasks and other related assignments as requested.
- Fosters and maintains collaborative relationships between the Mental Health Department and the CCAC partners.
- Oversight of grants that relate to Mental Health.

Qualifications: This position requires a Doctorate in Clinical Psychology plus 5 years of experience providing clinical services to children, youth, families, and groups and experience supervising clinical staff. Must be licensed in the state of Illinois.

**CHICAGO CHILDREN'S ADVOCACY CENTER
JOB DESCRIPTION**

Title: Assistant Director of Mental Health
Reports to: Director of Mental Health

Exempt
Revised: 11/22/04

Position Mission: To provide the highest quality of treatment for abused children and families in a sensitive and timely manner; to provide a training environment in which students and therapists thrive and learn to provide highest quality treatment to abused children and families.

Responsibility Summary:

To provide crisis intervention and therapy to sexually abused children and their non-offending parents. Provide consultation to multi-disciplinary team members and supervise the students and some Mental Health staff as directed by the Director of Mental Health Services.

Primary Responsibilities:

- Provide and supervise treatment services at the CCAC including individual, family and group therapy.
- Provide and supervise intensive mental health assessments and crisis intervention for children and families.
- Participate in program monitoring and evaluation functions.
- Assist in the recruiting, training and supervision of program staff and interns.
- Represent the clinical services of the CCAC to the professional and lay public by facilitating and attending community and networking meetings as requested.
- Provide case related psychological consultation to the multidisciplinary team as needed.
- Supervise Child Life Department.
- Perform other tasks and responsibilities as requested by the Director of Mental Health.

Qualifications:

- Must be an Illinois Licensed Clinical Psychologist, Psy. D. or PhD.
- Minimum of 2-3 years of counseling and supervision experience in a child abuse services setting.
- Strong clinical, written, communication and organizational skills are necessary.
- Demonstrated awareness of multiple cultures and the impact of cultural issues on mental health service delivery a must.

JOB DESCRIPTION
Bay City, MI

POSITION TITLE: Crisis Counselor
(Full Time, Salaried, Exempt)

SUPERVISED BY: Executive Director

DEFINITION: The Crisis Counselor works directly with child sexual abuse victims and their non-offending family members to reduce the emotional, psychological and physical impact of the disclosure of sexual abuse as well as the associated trauma.

Responsibilities of the Crisis Counselor Position include but are not limited to the following:

- Provide continued clinical assessment of child sexual abuse victims and their non-offending family members throughout the interview, disclosure and legal processes and relay pertinent information to multidisciplinary team members as needed
- Assess immediate emotional, psychological and physical needs of victims and their families and advocate for those needs by making appropriate referrals through up-to-date knowledge of available community resources
- Follow all VOCA guidelines in tracking/recording victim services and provide VOCA with reports every quarter as well as an annual report
- Assist eligible victims and their families in applying for Crime Victims Compensation funds including funds application procedure, and obtaining, completing and filing appropriate forms
- Advocate for and support child sexual abuse victims and their non-offending family members throughout the legal process.
- Provide clinical treatment for child victims of sexual abuse and their non-offending family members through referrals to other community agencies, and information/crisis counseling/intervention, including telephone calls.
- Manage CMU undergraduate student social work internship program including recruitment, training, supervision, evaluations and grading
- Provide post-interview care for sexual abuse victims, who have been assessed at the CAC, and their non-offending family members through use of follow up procedures. Calls will be made at 2 and 8 week intervals.
- Maintain parent/caregiver guidebook with information on child sexual abuse, crime victim's rights and compensation fund and listings of other community agencies for referrals
- Maintain and complete in a timely manner; accurate records, statistical data, intervention notes and all other necessary documentation pertaining to client cases as expected by the CAC and performed according to VOCA grant requirements
- Work cooperatively and constructively with CAC staff and administrative agencies to meet the mission of the CAC in providing services to child sexual abuse victims and

their non-offending family members and to the surrounding community by responding to community requests for referrals, and information, including phone contacts and walk-ins

- Measure the achievement of effective outcomes of crisis intervention methods through follow up phone calls at 2 and 8 week intervals, surveys which measure pertinent data and the use of documented case notes
- Meet regularly with the Executive Director to review and account for job performance
- Continue to invest self in improving theoretical knowledge, practical knowledge, therapeutic skills and the overall quality of practice as it relates to sexual abuse victims and their non-offending family members
- Facilitate public speaking engagements at the YWCA for the court-ordered parent group once every ten weeks as well as other community speaking engagements when called upon to do so
- Perform other duties as assigned by the Executive Director in accordance with VOCA grant specifications

QUALIFICATIONS: Master's Degree in Social Work, Counseling, Psychology or related field. Strong clinical knowledge of treatment modalities and approaches for sexually abused children and their families, strong clinical assessment skills and the ability to work effectively in a multidisciplinary team.

I, _____, have been given a copy of the job description and employee handbook. These documents have been explained to me, and I agree to abide by them as a condition of my employment with the Bay County Council for the Prevention of Child Abuse and Neglect/Nathan Weidner Children's Advocacy Center.

The Bay County Council for the Prevention of Child Abuse and Neglect is an Equal Opportunity Employer and does not discriminate based on race, color, national origin, gender, religion, sexual orientation, or handicap.

JOB DESCRIPTION
Bismarck, ND

POSITION TITLE: ADVOCATE/THERAPIST
DEPARTMENT: CHILDREN'S SERVICE LINE
SUPERVISOR: CHILDREN'S ADVOCACY CENTER COORDINATOR

October 15, 2004

Summary:

Under the direct supervision of the Children's Advocacy Center Coordinator, is responsible for supporting non-offending parents in cases of alleged child abuse in a manner that they can act responsibly to protect and support the alleged child victim and to provide follow-up therapy services to the victim.

Prerequisite:

It is the organizational philosophy that all associates MUST have a positive attitude and demonstrate behavior consistent with the Medcenter One Health Systems Credo if we are to accomplish our mission with the public we serve. This associate utilizes good inter-personal relations with associates, physicians and guests by communicating, cooperating and assisting promptly in a courteous manner. Medcenter One Health Systems is committed to providing a safe environment and reducing risk to patients. All Associates are responsible for identifying, reporting and managing both actual and potential risks to patient safety.

JOB PERFORMANCE STANDARDS: E = Essential M = Marginal

General Duties:

1. **(E) Listens, motivates and participates in team efforts. Actively works to generate respect and enthusiasm. Cooperates with others through sharing duties. Is perceived as available and responsive to team members. Sets a positive example for desired work ethic and attitude.**

2. (E) Maintains appropriate verbal and non-verbal behavior in the work area being aware of the patient, family, staff, and other customers perception of your behavior. Respects the individuality and wishes of others by such actions as extending a warm welcome, introducing self and making eye contact. Demonstrates appropriate telephone etiquette.

3. (E) Adheres to dress code policy. Wears ID badge so identification is visible.

4. (E) Demonstrates the responsibility and accountability by taking the initiative to identify problems, offering appropriate solutions and following through on solutions in a timely manner. Seeks ways to improve performance of self. Participates in or pursues cross training opportunities if available.
5. (E) Responds to customer requests, concerns and complaints in a timely manner; offering explanation of services in a clear, concise and friendly manner.
6. (E) Maintains patient, customer, and employee confidentiality.
7. (E) Demonstrates knowledge and compliance with all safety, security and infection control procedures such as utilizing appropriate personal protective equipment, demonstrating proper body mechanics, etc. Follows established procedures in risk occurrence and reporting variances, injury and incidents.
8. (E) Maintains education, certifications and validations required for position.
9. (E) Responsible for staff meetings through attendance and active participation and/or review of minutes.

Primary Duties:

1. (E) Establish a trusting relationship with families by initiating and maintaining regular client contact.
 - a. Provide support and education to child and family during forensic process.
 - b. Provide referral information to families for ongoing support as needed.
 - c. Provide follow-up counseling to the child when appropriate.
 - d. Act as a liaison between families and other community agencies.
 - e. Follow up with families as appropriate to their needs.
2. (E) Provide family support information to the family and child, defining the issues, or problems for the family and child, communicating options and resources to the family and child, and providing support for the healing process.
 - a. Supports the victim and family members throughout the examination, investigation, and judicial process barring the availability of a “victim witness advocate” in the judicial system.
 - b. Recognizes the need for professional intervention and provides appropriate services and/or effective referrals.
 - c. Present family members with options available to them thus empowering them in the decision-making process.
 - d. Aids in developing education materials for Children’s Advocacy Center and for patient education.

3. (E) Records pertinent information related to client observation and activities and worker intervention in a complete concise manner.
4. (E) Attends regular staff meetings, case conference, in-service training and other meetings as required.
5. (E) Demonstrates ability to work as part of a team and maturity in interpersonal staff relationships.
6. (E) All associates are responsible for attending educational sessions and to comply with policy and procedure in regard to safety guidelines established by OSHA, JACHO and federal regulatory agencies.
7. (E) Demonstrates commitment to the organization by showing initiative in utilization of free time and exhibiting flexibility by acceptance of variable work schedules and assignments.
8. (E) Aware of developmentally appropriate specific training needs.

Working Conditions (Environmental):

Well lighted, safe environment.

Physical Demands:

Sitting, walking, and standing:	Continuous throughout shift
Lifting:	10 pounds or less – frequently 11 – 50 pounds – occasionally
Hand functions:	Grasp and pinch frequently
Visual:	Optimal vision required .
Verbal and auditory:	Must communicate effectively with the public, associates, and physicians.

Education:

Masters Degree in Social Work, Psychology or related field with experience with children and their families on a therapeutic level required.

Experience:

The person serving in this capacity should possess background in working with a variety of people including the ability to work effectively with other agencies and community groups. They should have good organizational and communication skills to independently manage workload and related responsibilities.

Job Knowledge:

Working knowledge of parent-child interaction, child development and the dynamics of child abuse. Knowledge of community resources and the ability to use these resources to meet client needs.

Special Demands:

Ability to be very flexible with job duties and time.

I am able to perform the essential duties of this job.

Associate's Signature

Date

Job Description

Wentsville, MO

Position Title: Clinical Therapist
Full Time Position

Job Description:

This position is responsible for providing both short and long term therapy for child sexual abuse victims and their non-offending parents. This position will also provide therapeutic support groups for adolescent survivors of child sexual abuse and sexual assault; support groups for adult incest survivors, and other child victimization issues as needed. This position will also provide crisis intervention to families impacted by child sexual abuse victimization, and assess the long term needs for children and families. This position will also be responsible for recruiting, training, and supervising student interns/volunteers from the community. All documentation for reporting student intern/volunteers will be completed in a timely manner and maintained for audit purposes.

Education/professional Requirement: Masters in Social Work or Counseling, must be licensed in the state of Missouri. Must have a minimum of 3 years experience working with child victims of abuse and neglect, with an emphasis on child sexual trauma.

Primary duties include, but are not limited to:

- providing direct services to an assigned caseload which includes:
- conduct initial intake, assessment screening and psychological screening evaluations (if necessary)
- provides individual, family, and group therapy
- makes appropriate referrals based on client needs to other human services agencies
- provides consultation and case management
- attends staff meetings for case reviews
- participates in weekly team reviews including presentation of cases for review
- assists other agencies with client information and makes referrals when appropriate
- completes all clinical and administrative records pertaining to work related activities and assigned clients
- completes and maintains client statistical information by established deadline and correct form
- prepares and submits summaries and reports to other agencies and professionals promptly and in accordance with confidentiality procedures
- recruits student interns from area colleges, both master and undergraduate level
- trains student interns and provides clinical supervision and direct supervision

**FORENSIC INTERVIEWER
JOB DESCRIPTION AND
SALARY**

Forensic Interviewer

Salary

Range: \$30,000-51,000

Average: \$37,292

Part-time: \$15/hr

Percentage of Total Center Budget:

Range: 9-13%

Average: 11%

For the purposes of this survey, the following job titles are grouped together:

Interview Specialist

Forensic Interviewer

**CHICAGO CHILDREN'S ADVOCACY CENTER
JOB DESCRIPTION**

Job Title: Forensic Interviewer
Reports to: Forensic Support Services Manager

Exempt
Revision Date: 6/24/04

Position Mission: To provide developmentally and culturally appropriate and legally defensible forensic interviews of children and adolescents alleging sexual abuse.

Responsibility Summary:

Primary Responsibilities:

- Conduct forensic interviews of children and adolescents alleging sexual abuse
- Facilitate pre/post interview multidisciplinary case staffing
- Assist with the preparation of written summaries of interviews
- Respond to subpoenas and testify when requested
- Participate in case reviews and present cases when requested
- Assist advocate in collecting all relevant child and family history and making appropriate referrals
- Enter data into the case tracking system
- Participate in supervision, professional development and on-going training activities
- Perform other tasks and responsibilities as requested

QUALIFICATIONS: Minimum educational requirement of Master's degree in human service field, criminal justice or law. Five years experience working with abused children and adolescents preferred. Candidates with a Bachelor's degree in social work or related field with five years experience in comparable work may be considered.

JOB DESCRIPTION

Bay City, MI

POSITION TITLE: Forensic Interviewer
(Full Time, Salaried, Exempt)

SUPERVISED BY: Executive Director

DEFINITION: A professional position charged with interviewing child victims of reported sexual abuse and coordinating services for the child and family.

DUTIES:

Responsibilities of the Forensic Interviewer Position include but are not limited to the following:

- Coordinate interview schedules with members of the multidisciplinary team (MDT)
- Obtain information from relatives/caregivers of the child prior to the interview.
- Facilitate MDT pre and post interview staffings and other case review meetings.
- Interview children alleging sexual abuse using forensic interviewing techniques in accordance with the Michigan Forensic Interviewing Protocol.
- Provide brokerage services to children and families and link them to other agencies that can assist them.
- Ensure the psychosocial well being of the child
- Maintain case and advocacy center statistics.
- Research grant opportunities and assist Director in grant writing and tracking.
- Assist Executive Director as needed.
- Other duties/programs as assigned.

QUALIFICATIONS:

REQUIRED: Bachelor's Degree human services field, experience working with children/families, superior communication skills, both written and verbal, strong commitment to customer service, ability to work in a cooperative manner with diverse professional groups, knowledge of internet and strong computer skills.

DESIRED: Experience in grant writing, public relations and marketing, experience working in a not-for-profit agency.

I, _____, have been given a copy of the job description and employee manual. These documents have been explained to me, and I agree to abide by them as a condition of my employment with the Bay County Council for the Prevention of Child Abuse and Neglect.

Tazewell County Children's Advocacy Center
Forensic Interviewer
Pekin, IL

Job Description

Conducts highly specialized interviews of children making allegations of sexual abuse. Duties include coordination, videotaping and documenting interviews of children and/or family members, conducts training for the disciplines and the community on child sexual abuse; handles difficult and complex sexual abuse cases which may require court reports and extensive testimony.

1. Conducts sensitive and thorough interviews with children who are believed to be possible victims of child sexual abuse and serious physical abuse.
2. Consults with investigative team members before and after child abuse interviews.
3. Testifies in criminal and/or juvenile court when necessary to clarify information obtained during an interview with a child.
4. Conducts professional and community in-service training about interviewing dynamics of child abuse.
5. Acts as an advocate to create and support high standards for child abuse investigations in Tazewell County.

Qualifications: Minimum Bachelor's Degree or law enforcement officer with experience in the field of child abuse investigations. Working knowledge of dynamics of child sexual abuse, strong organizational skills; ability to engage children of all ages in an interview type setting; and ability to communicate well orally and in writing.

Job Description

Wentsville, MO

Position: Forensic Interviewer Specialist Level 1

Supervisor: Executive Director

Position Description: The person filling this position will be responsible for interviewing child victims of sexual abuse, serious physical abuse and children who witness violence at the Child Center. The children will be referred to the center by either law enforcement or child protective services. The goal of the Center is to interview these children in a supportive manner in a comfortable environment and to complete an interview that will provide satisfactory evidence for court proceedings.

Position Responsibilities:

1. Investigative Interviewing:
 - Developmental assessment
 - Establish competence of the child
 - Obtain data regarding traumatic history in a manner that meets legal requirements for evidence and meets social services needs for protection and treatment
 - Ensure psychosocial well being of the child
 - Follow the child first doctrine
2. Facilitate Team Staffing:
 - Pre interview staffing with multidisciplinary team members including:
 - Review intake information and obtain information about child's emotional state, parents response to the investigation, child's living situation, and relationship to the perpetrator
 - Educate team as needed regarding the process and issues
 - Post interview staffing with multidisciplinary team members including:
 - Review results of interview including determination of findings
 - Facilitate team collaboration regarding interpretation of interview findings
 - Elicit and clarify team members interpretation of interview
 - Clarify differences and opinion, and
 - Develop team plan for follow up regarding responsibilities and coordination
3. Documentation:
 - Summarize interview findings in a succinct and professional report,
 - Disseminate written reports to team members in accordance with data privacy laws, agency policies, and professional ethics, and
 - Ensure all documentation meets legal requirements and multi agency needs

4. Forensic Services:
Prepare for court:
 - Review the videotape
 - Review the report
 - Assess the child's development, behaviors, and affect
 - Review pertinent professional literature
 - Review the tools and methods used during the interview
5. Testify when ordered by the court:
 - Reliability
 - Trials in juvenile, criminal and family court
 - Other legal proceedings and
 - Provide expert testimony
 - Respond to attorney's inquiries, consistent with the CAC's policies
6. Referral:
 - Maintain up to date knowledge of related community resources and
 - Make recommendations for treatment and follow up
7. Advocacy:
 - Attend to the need of the child within the forensic process
 - Implement and attend to the Child First Doctrine and
 - Disseminate unique child focused expertise throughout community, state, and national organizations
8. Facilitate the system's change to meet the needs of abused children
 - Participate in the improvement of the community child serving agencies capacities to protect children, and
 - Improve collaboration between relevant community agencies
9. Professional Development- Maintain expert status and attend to professional growth and self care
 - Attend conferences, as assigned by Executive Director
 - Read professional literature, and
 - Peer supervision to review cases, share professional knowledge/ideas, and
 - Clinical supervision

Qualifications:

1. Bachelors Degree in Social Work, Human Services or related field
2. Knowledge of sexual abuse and its impact on children
3. Knowledge of child development stages and a demonstrated ability to utilize this knowledge to communicate with children'
4. Ability to communicate with a wide range of children from different cultural backgrounds
5. Significant prior experience working with children and
6. Knowledge of the criminal justice system, child protection services and court

Job Description Wentsville, MO

Position: Forensic Interviewer Specialist Level 2

Supervisor: Executive Director

Position Description: The person filling this position will be responsible for interviewing child victims of sexual abuse, serious physical abuse and children who witness violence at the Child Center. The children will be referred to the center by either law enforcement or child protective services. The goal of the Center is to interview these children in a supportive manner in a comfortable environment and to complete an interview that will provide satisfactory evidence for court proceedings.

Position Responsibilities:

10. Investigative Interviewing:

- Developmental assessment
- Establish competence of the child
- Obtain data regarding traumatic history in a manner that meets legal requirements for evidence and meets social services needs for protection and treatment
- Ensure psychosocial well being of the child
- Follow the child first doctrine

11. Facilitate Team Staffing:

- Pre interview staffing with multidisciplinary team members including:
- Review intake information and obtain information about child's emotional state, parents response to the investigation, child's living situation, and relationship to the perpetrator
- Educate team as needed regarding the process and issues
- Post interview staffing with multidisciplinary team members including:
- Review results of interview including determination of findings
- Facilitate team collaboration regarding interpretation of interview findings
- Elicit and clarify team members interpretation of interview
- Clarify differences and opinion, and
- Develop team plan for follow up regarding responsibilities and coordination

12. Documentation:

- Summarize interview findings in a succinct and professional report,
- Disseminate written reports to team members in accordance with data privacy laws, agency policies, and professional ethics, and
- Ensure all documentation meets legal requirements and multi agency needs

13. Forensic Services:

Prepare for court:

- Review the videotape

- Review the report
 - Assess the child's development, behaviors, and affect
 - Review pertinent professional literature
 - Review the tools and methods used during the interview
14. Testify when ordered by the court:
- Reliability
 - Trials in juvenile, criminal and family court
 - Other legal proceedings and
 - Provide expert testimony
 - Respond to attorney's inquiries, consistent with the CAC's policies
15. Referral:
- Maintain up to date knowledge of related community resources and
 - Make recommendations for treatment and follow up
16. Advocacy:
- Attend to the need of the child within the forensic process
 - Implement and attend to the Child First Doctrine and
 - Disseminate unique child focused expertise throughout community, state, and national organizations
17. Facilitate the system's change to meet the needs of abused children
- Participate in the improvement of the community child serving agencies capacities to protect children, and
 - Improve collaboration between relevant community agencies
18. Professional Development- Maintain expert status and attend to professional growth and self care
- Attend conferences, as assigned by Executive Director
 - Read professional literature, and
 - Peer supervision to review cases, share professional knowledge/ideas, and
 - Clinical supervision

Qualifications:

7. MSW or Master's degree in counseling
8. Licensed in the State of Missouri
9. Clinical interviewing and assessment skills
10. Clinical experience with adults and children
11. Knowledge of sexual abuse and its impact on children
12. Knowledge of child development stages and a demonstrated ability to utilize this knowledge to communicate with children'
13. Ability to communicate with a wide range of children from different cultural backgrounds
14. Significant prior experience working with children and
15. Knowledge of the criminal justice system, child protection services and court

**VICTIM ADVOCATE
JOB DESCRIPTION AND
SALARY**

Victim Advocate

Salary

Range: \$15,600-42,000

Average: \$23,866

Percentage of Total Center Budget:

Range: 0-10% *grant pays for position and does not come out of Operating budget

Average: 5%

For the purposes of this survey, the following job titles are grouped together:

Family Advocate

Family Child Advocate

Child Advocate

Family Case Coordinator/Advocate

Director of Victim and Family Support Services

Care Coordinator

MACON COUNTY CHILD ADVOCACY CENTER

POSITION TITLE: *Family Case Coordinator/Advocate*

SUPERVISOR: Executive Director

RESPONSIBILITIES: Provide child abuse victims and their families support and updated information throughout the law enforcement and child protection investigation and subsequent court proceedings. Coordinate community service agency referrals. Maintain Center database.

DUTIES:

Direct Service:

- Facilitate interview with Parent(s)/Guardian(s) of victim.
- Update families and interviewers on case status and outcome.
- Court advocacy.
- Medical advocacy.
- Coordinate counseling referrals.
- Coordinate referrals to other agency service providers.
- Maintain follow-up contact(s) with victims and families; offering emotional support, information and referrals as needed; monitor follow-up interactions between family and service providers.
- Assist with preparation of Orders of Protection, Victim Compensation, and Victim Impact Statements.
- Attend Team Review Meetings.
- Conduct post interview evaluations of Center with parents or guardians.
- Provide on-call services 34 weeks a year.

Program Management:

- Input/Update computer case tracking system.
- Compile case summary.
- Maintain client contact statistics as required by funding sources.

Volunteer Management

- Interview prospective volunteers, in conjunction with the Executive Director.
- Participate in training agency volunteers.
- Assist in scheduling of volunteer activities and service hours.

Assists with any other Center duties as requested by the Executive Director.

Qualifications: Bachelor's Degree or 4 years direct service experience in social service or behavioral health field.

SALARY: \$20,000- \$26,000 contingent on education and experience.

Chicago Children's Advocacy Center
Director of Victim and Family Support Services
Job Description

Reports to: Executive Director

Summary: This job exists to direct the clinical and social services of the Chicago Children's Advocacy Center (CCAC), including, but not limited to the development of policies and procedures for the provision of victim and family support services, supervision of clinical and social service staff, and on-going program development.

Essential Duties:

- To develop policies and procedures for the clinical and social services provided by the CCAC.
- To recruit, hire and orient program staff involving, but not limited to the development of a training curriculum designed to train and orient new direct service staff.
- To insure supervision of the clinical and social staff and programs.
- To represent the clinical and social services of the CCAC to the professional and lay public.
- To serve as a liaison between the clinical and social service CCAC staff and the other agencies co-located at the CCAC.
- To assist with grant development and management when appropriate.

Relationships: The Director of Victim and Family Support Services serves on the Programs Committees of the Board of Directors. The Director of Victim and Family Support Services participates on the Administrative Management Team of the CCAC.

Discretion: The Director of Victim and Family Support Services acts with a high-level range of discretion and independent decision-making. The Director of Victim and Family Support Services is responsible for the management and provision of clinical and social service programs at the CCAC, and will recommend programming development strategies to the Management Team.

Supervisory responsibilities:

Responsible for recruiting, orienting and supervising PhD/MA/MSW/BA/BSW level staff and interns.

Responsible for supervising Victim and Family Support Program Assistant.

Qualifications:

Minimum educational requirement of MA/MSW in human services or criminal justice field. Minimum of 5-10 years of management/team supervision experience. Strong team-building, problem solving, writing and oral communication skills are necessary. Good organizational skills a must. Knowledge of Cook County courts, Chicago area social service system, and victim's rights a plus.

Salary:

Competitive.

Family Child Advocate Job Description

Qualifications

1. Bachelor's degree and/or experience in social service work.

Supervision

1. The Family Child Advocate will be directly responsible to the Associate Director of Operations.

Job Mission

The Family Child Advocate provides services to child victims and their non-offending caregivers served by the MDT. Specifically children seen at the CAC who have been involved in the forensic interviewing process by establishing a relationship with the child/non-offending caregiver for initiation and follow through services.

The Family Child Advocate will meet the needs of the victims and the non-offending family members according to VOCA established guidelines.

Duties and responsibilities:

- Establish a relationship with the child and non-offending caregiver of children seen at the CAC for sexual or physical abuse. In this process of rapport building, evaluate services needed by the child/non-offending caregiver and refer those services (i.e., therapeutic counseling, physical or other mental health, victim assistance, housing assistance etc). Tie in or follow through with any other agency whose services would enhance the quality of life for the child.
- Remain apprised of all community services available to the child and non-offending caregiver and make appropriate referrals when necessary.
- Provide updated informational packet to the non-offending caregiver of child victim.
- If appropriate schedule an appointment for therapy for the non-offending caregiver or child.
- When necessary, make medical referrals and follow-up for colposcopic examination as determined by the multi-disciplinary team.
- Contact child/non-offending caregiver within 5 working days of the interview for follow up and thereafter as needed.
- Attend all post-interview and scheduled case review sessions, being a voice and an advocate for the child and non-offending caregiver.
- Act as liaison to the MDT by informing the MDT of significant issues and changes related to the case and the child's well being within the confidentiality standards set by the CAC and VOCA.
- Provide pertinent case information to the non-offending caregiver upon request or as determined by the FCA.
- Familiarize the child and non-offending caregiver with the court process and victim rights.
- Provide court preparation to each child that would benefit.
- Attend all court hearings related to the cases seen at the CAC to provide support or follow-up.

- Compile appropriate statistical data and case tracking information.
- Provide back up as the team facilitator, as related to victim issues.
- Assist with grant writing and reporting as needed for VOCA funded grant only.
- Assist in planning and updating goals and objectives as needed.
- Assist in events pertaining to the McLean County Child Protection Network that are allowable under the VOCA grant.
- Attend appropriate conferences and workshops as determined by FCA and supervisor.
- Recognize and respect the impact and implication of decisions made by the child and non-offending caregiver, respecting the child victim with cultural diverse issues.
- Other duties as assigned.

Job Description

Wentzville, MO

Position Title: **Child Advocate**

Supervisor: Site Director/Mental Health Coordinator

Position Description: The Child Advocate will focus on reducing systemic trauma to alleged sexually abused and/or severely physically abused children and their families. They will provide case management for all cases referred to the Child Center, Hannibal for services. Their primary goal is to meet the ongoing physical and emotional needs of the child(ren) and family members throughout the entire investigative process.

Specific Responsibilities:

1. Reduce trauma through the development of positive rapport to the alleged child victim and their families who come to the Child Center Hannibal for an investigative interview through the development of positive rapport.
2. Provide outreach to parents of newly scheduled forensic interviews. Outreach includes support and information.
3. Provide education and preparation about the SAFE exam for the parent and the child including follow up after lab results.
4. Assist with the SAFE exam procedure to include: completion of the SAFE Exam form, observe the SAFE exam and provide emotional support to the child, escort the child and family to the lab for any medical test recommended, and explain and respond to any concerns the child or family member has regarding the procedure.
5. Provide brief crisis intervention and short-term supportive counseling; and provide referrals to outside appropriate mental health services when insurance is available.
6. Monitor case progress by attending the monthly Team Meetings for each county served by the Child Center Hannibal.
7. Promote consistency of case data by keeping data updated on the case tracking system for purposes of the grant position.
8. Provide education and information regarding the criminal justice system, accompany the child and family to court proceedings, and inform about the availability of Crime Victim Compensation.
9. Attend all staff case reviews of open referrals.
10. Send evaluation forms to all families of children interviewed by the center and process and maintain all returned evaluation forms. Prepare a Report of Success at end of the grant year.
11. Foster open and positive relationships with all agencies involved with the center.

Qualifications:

- Minimum of Associates Degree in Human Services or related field with an area of expertise in child abuse and neglect, Bachelors in Social Work preferred.
- Minimum of three years direct service experience working with abused children and families.
- Knowledge of the criminal justice system as well as the ability to work well with other disciplines.
- Knowledge of the multidisciplinary team approach to investigation of child sexual abuse victims and families.
- Ability to communicate well orally and in written form.
- Ability to work independently as well as part of a team.
- Strong organizational skills and ability to manage resource materials.

**ADMINISTRATIVE
ASSISTANT
JOB DESCRIPTION AND
SALARY**

Administrative Assistant

Salary

Range: \$18,720-40,000

Average: \$28,060

Percentage of Total Center Budget

Average: 11%

For the purposes of this survey, the following job titles are grouped together:

Administrative Assistant

Clinical Secretary

**MERCY MEDICAL CENTER – SIOUX CITY
POSITION DESCRIPTION**

Title:	Secretary	Dept/Clinic:	Child Advocacy Center
FLSA:	Non-Exempt	Reports To:	Coordinator, Child Advocacy Center
Date:	June 1998	Job Code:	
EEO:	5	OSHA:	0

GENERAL SUMMARY:

Under direct supervision performs general secretarial duties including transcription and pre-admission of outpatients. Interprets and transcribes a variety of dictated medical reports, interviews and correspondence, utilizing a computer network system, digital dictation equipment, and a computer. Participates in planning, organizing and implementing office practices and procedures. Proficient in the use of Windows, Word Perfect, and Lotus. Adheres to the principles of Service Excellence and the philosophy and mission of Mercy in all aspects of job performance.

AGE OF POPULATION SERVED:

Neonatal	Adolescent	Geriatric	Not Applicable
Pediatric	Adult	All Ages	

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Demonstrates the knowledge and skills necessary to provide service/care appropriate to the age of the patients served, in accordance with Mercy standards.
2. Maintains a working knowledge of applicable Federal, State and local laws and regulations, the Compliance Accountability Program, Code of Ethics, as well as other policies and procedures.
3. Transcribes medical dictation to provide an accurate record of interviews and physical examinations.
4. Completes a wide variety of typing assignments including lists, charts and tables.
5. Recognizes errors and discrepancies on typed documents, seeks clarification and revises accordingly.
6. Enters information and abstracts data from the unit database. Generates reports from database as required.
7. Uses designated office equipment (facsimile, copier, Dictaphone, computer) effectively.
8. Assumes pre-admitting duties. Receives information by phone and completes the registration process prior to the child's admission. Verifies patient information for accuracy and completeness.
9. Establishes and effective, working rapport with external agencies and personnel.
10. Organizes and priorities assigned work and schedules time to accommodate work and schedules time to accommodate work demands, turnaround time requirements, and commitment.
11. Understands and complies with policies and procedures related to medicolegal matters, including patient medical records confidentiality and release of information.
12. Recognizes and communicates issues/occurrences utilizing establishing line of authority, and assists in identifying ways to resolve variances or unacceptable outcomes.
13. Actively participates in department meetings, committees, conferences and in-service.

14. Maintains confidentiality of information pertaining to clients, physicians, employees and Mercy business.
15. Is knowledgeable of and complies with Safety and Infection Control Policies and Procedures.
16. Performs other duties and responsibilities as assigned by the clinical coordinator.

SERVICE EXCELLENCE:

1. Incorporate the philosophy, mission and vision of the Sisters of Mercy and Mercy internal relationships and all guests served.
2. Initiate contact with guests (i.e. telephone etiquette, eye contact, speaking first and last etc.)
3. Assists guests in way finding (i.e. verbal directions, escorting to destinations, etc.)
4. Eliminate uses of “Killer Communication,” (i.e. any behavior that interferes with effective communication).
5. Utilize the five-step process for dealing with difficult situations.

QUALIFICATIONS:

1. High school graduate required. One year of college or business school preferred.
2. Knowledge of medical terminology. Must be able to type 50 wpm.
3. Is able to communicate effectively with all members of the health care team.
4. Is able to perform a variety of duties characterized by frequent change.
5. Able to think analytically with much attention to detail.

PHYSICAL REQUIREMENTS:

1. Must successfully pass employment physical examination.
2. Primarily works inside with frequent sitting, walking, standing and occasional lifting of supplies not to excess of 50 pounds.
3. Able to perform effectively under stressful situations.
4. Must understand and accept the possibility of exposure to environmental elements, such as inclement weather, dust, noise chemicals and/or chemical fumes, and infectious disease.

These essential functions identify the major requirements of the job. They are not an exhaustive list of all job requirements. As employee may be called upon to perform physical actions not specifically identified in this job description.

**Macon County Child Advocacy Center
Decatur, IL**

Position Title: *Administrative Assistant*

Supervisor: Executive Director

Position Description: Provide clerical assistance and assist in the overall daily administration of The Center; to include answering telephones, inventory and ordering of supplies, typing and filing of reports and correspondences for The Center, Advisory Board and The Center staff, and maintenance/input of database systems.

Job Duties:

*Types all correspondence, reports, purchase order forms etc. for community relations, business management and administrative management.

*Answers phones for The Center staff.

*Assembles and distributes informational packets on The Center.

*Maintains supplies for The Center.

*Files correspondence.

*Prepares, submits, and tracks all bills/claims with the Macon County Auditor

*Formulates minutes for meetings from tapes and/or notes as required.

*Assists with any other Center duties as requested by the Executive Director.

Qualifications: Bachelors degree or at least two years experience in office technology. One year of work experience may be substituted of each year of college. Experience with Microsoft Word and some knowledge of Access or Excel. Knowledge of work processing procedures, software, and production and typing formats; knowledge in operation of word processing hardware; knowledge in operation of copy and fax machines; ability to work under pressure; ability to implement and maintain a categorical filing system; ability to interpret written and oral instructions; ability to work independently; and must have excellent phone and grammar/proofreading skills.

Salary range: Hourly rate of \$8.00- \$10.00 an hour from Safe from the Start and the CAC for 25 hours a week.

Job Description Wentsville, MO

Position Title: **Administrative Assistant**
(Part time – 20 hours per week)

Supervisor: Executive Director

Position Description: This is a highly responsible position consisting of bookkeeping, clerical and office management. The person filling this position must have considerable knowledge of office practice and procedure, including Quickbooks, the ability to express ideas clearly and concisely, orally and in writing, the ability to maintain confidentiality, knowledge of business English, spelling and punctuation, computer skills and accurate typing and moderate speed, the ability to maintain effective and harmonious working relationships with the public and other employees, and be a person who is sensitive and concerned for children. Additional skills helpful include knowledge with fundraising and not for profit agencies.

Duties and responsibilities include, but are not limited to:

- knowledge of all agency contracts and procedures
- assume bookkeeping duties not handled by accountant and payroll firm, which includes accounts payable and receivable
- serve as secretary/receptionist for agency Director and back up for other agency personnel
- serve as ambassador for the agency by attending meetings i.e. Chamber of Commerce, and others as designated by the Director
- maintain inventory of office supplies
- set up and maintain agency filing system for all financial records
- handle all billing for SAFE exam procedures
- Assists Executive Director on a variety of administrative details involving the operation of the Center.
- Perform other related duties as assigned by the Executive Director

Requirements:

- High School Diploma with some additional office training
- Experience with Quick Books software
- Good communication skills, oral and written
- Knowledge of accounts payable and receivable
- No criminal convictions of child abuse or violent crimes

Desired qualifications:

- Experience in non profit agency operations
- Knowledge of the Criminal Justice System and Social Services
- Ability to relate to children and adults of all ages, races, socioeconomic backgrounds

OTHER JOB DESCRIPTIONS AND SALARY

Training Coordinator/Director

Volunteer

Medical

CEO

Development Coordinator

Program/Policy Development/Research Coordinator

Judicial Advocate

Medical Advocate

Medical Social Worker

The following consists of salary information, as available, for the positions noted below:

Training Coordinator/Director:

Salary

Range: \$32,000-68,000

Average: \$45,937

Percentage of Total Center Budget

Range: 9.6-12%

Average: 10%

For the purposes of this survey, the following job titles are grouped together:

Training Coordinator

Training Director

Training Assistant

Prevention Educator

Volunteer:

For the purposes of this survey, the following job titles are grouped together:

Volunteer Coordinator

Family Support Volunteer/Intern

Medical Personnel:

Examining Physician Salary

Range: \$53,248-121,595

Average: \$87,421

Part-time: \$150/exam

Percentage of Total Center Budget

Range: 16-46%

Average: 31%

Nurse Practitioner Salary

Range: \$39,520-74,880

Average: \$57,200

Part-time: \$19/hr

Percentage of Total Center Budget

Average: 5%

Medical Assistant Salary

Range: \$9,600-20,800

Average: \$15,200

For the purposes of this survey, the following job titles are grouped together:

Medical Director

Pediatric Nurse Practitioner

Program Nurse

Examining Physician

**MERCY MEDICAL CENTER – SIOUX CITY
POSITION DESCRIPTION**

Title:	Child Advocacy Center Education Coordinator	Dept/Clinic:	Child Advocacy Center
FLSA:	Leadership Exempt	Reports To:	Department Director
Date:	August 2001	Job Code:	
EEO:		OSHA:	

GENERAL SUMMARY:

Under limited supervision, plans, develops, coordinates, provides, or assists in the provisions of programs that maintain and enhance the community health education that is in keeping with the mission of the Mercy Child Advocacy Center. Adheres to the principles of Service Care and the philosophy and mission of Mercy in all aspects of job performance.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Demonstrates the knowledge and skills necessary to provides service/care appropriate to the age of the clients served, in accordance with Mercy standards.
2. Maintains a working knowledge of applicable Federal, State and local laws and regulations, the Compliance Accountability Program, Code of Ethics, as well as other policies and procedures.
3. Conducts formal classes utilizing handouts, and establishes a well-defined curriculum and audiovisual materials.
4. Communicates and keeps direct supervisor informed of classes and any problems encountered. Inputs suggested improvements.
5. Presents program related to wellness, health promotion and maintenances and presents educational content in the appropriate format, i.e. lecture, discussion, group interaction.
6. Assists in identifying concerns and needs of the community related to substance abuse.
7. Secures, uses, and returns resource materials and equipment for use with education activities.
8. Collects statistical data as requested, focusing on outcomes to be achieved internally and in the community.
9. Serves as a liaison between community planning efforts and the Mercy Child Advocacy Center.
10. Maintains a community resource directory of contacts, establishing community collaboration.
11. Records and reports appropriate statistics related to client numbers.

	Essential Job Functional Competencies:	Competent	Opportunity To Improve
1.	Collects evaluations from each class and utilizes information to improve content and classes.		
2.	Maintains professional image within guidelines of MMC policy.		
3.	Recognizes and communicates issues/occurrences utilizing established lines of authority, and assists in identifying ways to resolve variances or unacceptable outcomes.		
4.	Actively participates in Mercy Child Advocacy Center meetings, committees, conferences, and inservices.		
5.	Maintains confidentiality of information pertaining to clients, physicians, employees, and Mercy business.		
6.	Is knowledgeable of and complies with Safety and Infection Control Policies and Procedures.		
7.	Performs other duties and responsibilities as assigned.		

VALUES AND BEHAVIORAL COMPETENCIES:

We acknowledge that the ultimate success of Mercy Medical Center-Sioux City may rest upon the service and quality of care we provide our patients, guests and co-workers. Identified here are the competencies required of all employees at Mercy. These competencies reflect the Mercy values.

1. Strives to exceed the needs and expectations of every patient, guest and co-worker.
2. Makes all patients, guests and employees feel welcome and accepted, speaks with everyone encountered, utilizes good eye contact along with smile.
3. Introduces self to others and uses their names whenever possible.
4. Is positive and affirming to others.
5. Offers assistance to personally escort patients and guests to their destinations and introduces them to a contact person, regardless of whose department it is.
6. Speaks highly of Mercy and co-workers to others, including patients.
7. Takes ownership of negative situations to turn them into positive experiences.
8. Does whatever is necessary to avoid ignoring, insulting or offending others and does not argue with, is not rude or condescending with any patient or guest.
9. Treats patients, guests and co-workers in the way he/she would like to be treated.
10. Keeps personal issues separate from professional responsibilities.
11. Offers suggestions for areas of improvement and assumes responsibility for continually improving performances.
12. Seeks ways to conserve or more effectively use supplies, materials and labor hours.
13. Maintains a safe environment and observes good safety practices.
14. Demonstrates appropriate and professional phone, electronic and other communication etiquette.
15. Respects the organization and each individual's rights of privacy, confidentiality and security.

QUALIFICATIONS:

1. Bachelor level in teaching or health care.
2. Ability to form relationships and possesses superior communication skills.

PHYSICAL REQUIREMENTS:

1. Must successfully pass employment physical examination.
2. Primarily works inside with frequent sitting, walking, standing, and occasional lifting of reports, books, equipment, and supplies seldom in excess of 50 pounds.
3. Able to perform effectively under stressful situations.
4. Must understand and accept the possibility of exposure to environmental elements, such as inclement weather, dust, noise, chemicals and/or chemical fumes, and infectious disease.

These essential functions identify the major requirements of the job. They are not an exhaustive list of all job requirements. An employee may be called upon to perform physical actions not specifically identified in this job description

**CORNERHOUSE INTERAGENCY CHILD ABUSE
EVALUATION AND TRAINING CENTER
Position Description**

Authorized Title: **Child Interview Specialist/Trainer**

Supervisor's Title: **Program Director**

Job Summary: The Child Interview Specialist/Trainer is responsible to conduct forensic interviews, facilitate multidisciplinary team member meetings at CornerHouse and present at CornerHouse, local, regional and national training sessions. The Child Interview Specialist/Trainer is a member of the Program Team promoting child, family, referring professional, trainee and staff satisfaction by being courteous and informative.

Job Responsibilities:

- 1. Customer Services** – Promote Child First Doctrine through actions and positive communication with children, families, professionals, visitors and staff.
 - A. Facilitate multidisciplinary team meetings and conduct forensic interviews of children and vulnerable adults regarding possible sexual abuse and or witnessing violent crimes, using the CornerHouse protocol.
 - B. Document brief summary (synopsis) to support interview findings and multidisciplinary team action recommendations within one week of date of interview.
 - C. Document intake data and provide consultation to referring professionals upon request.
 - D. Facilitate training sessions utilizing CornerHouse protocols and curriculum.
 - E. Prepare for and provide court testimony upon receipt of court subpoenas for scheduled court appearances utilizing CornerHouse protocol.

- 2. Quality Management** – Promote a positive image of CornerHouse through actions and communication with children, families, referring professionals, visitors and staff.
 - A. Promote child, family, professional and co-worker satisfaction by being courteous and informative and by notifying supervisor of potential difficulties or deviations from protocol.
 - B. Maintain confidentiality of personnel, financial and client information and records.
 - C. Monitor environment safety for staff, clients, families and referring professionals and report safety concerns to supervisor.

- 3. Documentation** – Complete documentation for position responsibilities to contribute to the overall effectiveness of program operations.
 - A. Complete personal accounting of payroll card, employee schedule, check, travel and staff development requests.
 - B. Complete documentation of intake data, medical checklist and synopsis in client files.

- C. Complete interview, staff development and court tracking records within one week of month end.
 - D. Complete monthly productivity reports on interview and training services.
- 4. Services** – Use verbal, written and interpersonal communication skills as Child Interview Specialist for children, families, professionals and other staff members to coordinate service delivery.
- A. Provide children, families and referring professionals with information regarding CornerHouse protocol and appointment process.
 - B. Provide newly assigned Hennepin County Assistant Attorneys with information regarding CornerHouse protocol and appointment process.
 - C. Facilitate multidisciplinary collaboration child sexual and physical abuse and witnesses to violent crime investigators, reducing the incidence of multiple interviews and the re-traumatizing of children and families during the intervention process.
 - D. Conduct forensic interviews of children and vulnerable adults about possible sexual abuse or witnessing violent crime using developmentally appropriate interview protocol, documenting critical findings for investigators and prosecutors.
 - E. Facilitate training sessions utilizing adult learning styles for multidisciplinary teams of professionals and mandated reporters utilizing CornerHouse curricula and documenting revisions for training development.
- 5. Utilization of Resources** – Provide a safe, clean environment and properly care for agency equipment and effectively manage time.
- A. Adhere to safety, infection control, fire, disaster, weather emergency and CornerHouse administrative policies and procedures.
 - B. Participate in facility upkeep, including assigned office, team and training rooms.
 - C. Use techniques that are safe for both self and other staff when operating equipment.
 - D. Plan and prioritize tasks to meet deadlines.
- 6. Teamwork and Problem Solving** – Actively participate in the identification and solution of problems in the work area. Contribute to the effectiveness of program operations through teamwork.
- A. Identify problems in work area and seek solutions utilizing appropriate resources.
 - B. Assume responsibility for self-development and growth by attending mandated in-services. Accept and provide constructive criticism.
 - C. Coordinate work with others in a manner that fosters mutual respect and cooperation.
 - D. Establish priorities for organizing work, initiate suggestions to increase effectiveness and inform supervisor in advance when unable to meet a project deadline.
 - E. Carry out other job duties as assigned.

7. Qualifications

- Masters degree in social work, psychology or related human services field.
- Understanding of child development, child sexual abuse and forensic linguistics.
- Understanding of the law and the legal system and implications related to interviewing children and training professionals.
- Experience in needs assessment of victims and families and identification of appropriate referrals.
- Experience working with diverse professionals from child protection, law enforcement, court systems and related community services.
- Experience working with culturally, ethnically, developmentally delayed and socioeconomic diverse child, adolescent and adult client populations
- Experience in conducting training for professionals preferred.
- Strong communication skills in interpersonal, written and multimedia vehicles.
- Ability to travel.

**CORNERHOUSE INTERAGENCY CHILD ABUSE
EVALUATION AND TRAINING CENTER**

Position Description

Authorized Title: Training Director

Immediate Supervisor's Title: Executive Director

Classification: Full-Time/Exempt

Job Summary:

The Training Director has primary responsibility for the management of training service delivery, including planning, evaluation and supervision of the Training Team Members. The Training Team includes the Training Coordinator/Child Interview Specialist; Interview Specialists & Trainers; Training Assistant; program volunteers and student intern positions. The Training Director is a member of the Administrative Team. The Training Director is responsible for development and implementation of training services. The Training Director negotiates contractual training agreements, conducts training meetings, evaluates the training program and implements training and manual revisions. The Training Director represents CornerHouse at local, regional and national training sessions. The Training Director conducts forensic interviews and facilitates multidisciplinary team meetings at CornerHouse.

Job Responsibilities:

- 1. Operations Management** – Oversee the training program to ensure the overall effectiveness of program operations.
 - Communicate CornerHouse vision and mission to staff and referring professionals.
 - Supervise the delivery of interview, medical and training services.
 - Provide clinical supervision for the Training Coordinator/Child Interview Specialist and Interview Specialists/Trainers.
 - Provide supervision for Support Team members.
 - Develop and implement the policies and procedures for training operations to meet the standards of regulatory agencies and funding sources so that services meet all standards.
 - Participate in the design and development of CornerHouse services in collaboration with the Administrative Team.
 - Plan and monitor staff resource utilization, including completion of training schedules in a timely manner.
 - Periodically provide forensic interview services, interview documentation, court testimony and professional training services.

- 2. Human Resource Management** – Actively participate in the identification and solution of problems in the work area. Contribute to the effectiveness of program operations through teamwork.

- Recruit, orient and supervise the Training Team members.
 - Conduct timely employee performance reviews for Training and Support Team members on an annual basis.
 - Make annual salary and wage increase recommendations for Training and Support Team members to the Executive Director.
 - Implement personnel policies and procedures with the Training and Support Teams.
 - Facilitate Training and Support Team Meetings.
 - Monitor staff productivity in the delivery of training services and report monthly to the Executive Director.
 - Assure that staff members receive adequate on-going training to perform their jobs effectively.
 - Supervise temporary clerical staff as needed.
- 3. Quality Management** – Promote quality services of CornerHouse through actions and communication with children, families, referring professionals, visitors and staff.
- Implement and monitor quality management program for training services, including monthly summaries on: Customer Feedback Surveys; Training Services Audits; Interview and Training File Audits; and Training Protocol Review.
 - Develop, implement and monitor the service goals and objectives on a quarterly basis so that each is accomplished at least at the stated level of performance.
 - Audit training sessions.
 - Make recommendations for interview and training service protocol revisions to the Administrative Team.
 - Integrate CornerHouse audit findings and research for application in recommendations for protocol revisions.
 - Maintain confidentiality of personnel, financial and client information and records.
 - Maintain confidentiality of agency strategies and services when working with referring professionals.
- 4. Financial Management** – Provide oversight for training services.
- Monitor the actual program expenses as compared to budget on a monthly basis and report variances and the reasons to the Administrative Team.
 - Assist in the preparation of the annual expense and revenue budgets.
 - Work with the Executive Director to prepare grant applications and progress reports according to the funding source requirements.
 - Develop and implement the annual productivity expectations for Training and Support Team members.
- 5. Interagency Coordination** – Promote Child First Doctrine through coordination and communication with staff, multidisciplinary team members, children and families.
- Supervise and coordinate the scheduling of trainers for the delivery of training services.
 - Facilitate Interagency Team and Training meetings, and Case Review Meetings as requested.
 - Attend other meetings, in-services and/or professional training and conferences as requested.

- Facilitate improved collaboration efforts with community agencies, including participating in meetings with interagency team members.
- 6. Data Management** – Ensure completion of documentation of training service provision.
- Supervise the maintenance of training databases.
 - Develop collection systems and supervise the collection of statistics for the training services.
 - Develop and oversee the record keeping systems for the training services.
- 7. Utilization of Resources** – Effectively manage time and coordinate Training and Support staff in effective time management for the delivery of training services. Provide a safe, clean environment and properly care for agency equipment.
- Approve the ordering of equipment and supplies to insure that services can be carried out efficiently and effectively.
 - Facilitate optimal use of the agency’s space so that the facility and equipment is maintained and utilized safely.
 - Adhere to safety, infection control, fire, disaster, weather emergency and CornerHouse administrative policies and procedures.
 - Plan and prioritize tasks to meet deadlines.
 - Carry out other job duties as assigned.

Qualifications

- Masters degree (or equivalent experience) in social work, psychology or related human service field.
- Supervisory experience required.
- Understanding of child development, child sexual abuse and forensic linguistics.
- Experience in needs assessment of victims and families and identification of appropriate referrals.
- Experience working with culturally, ethnically, developmentally delayed and socioeconomically diverse child, adolescent and adult client populations.
- Understanding of the law and the legal system and implications related to interviewing children and training professionals.
- Experience working with diverse professionals from child protection, law enforcement, court systems and related community services.
- Experience in developing and conducting training for professionals.
- Strong communication skills in interpersonal, written and multimedia vehicles.
- Ability to travel.

In accordance with the Americans With Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job.

**CORNERHOUSE INTERAGENCY CHILD ABUSE
EVALUATION AND TRAINING CENTER
Position Description**

Authorized Title: **Training Assistant/Medical Services Assistant**

Immediate Supervisor's Title: **Training Director**

Job Summary: The Training Assistant serves as a receptionist to staff, professionals, faculty, trainees and visitors arriving for services at CornerHouse. Responsible for clerical operations of CornerHouse including routing incoming telephone calls and correspondence; word processing and data entry; and facility maintenance. Promote satisfaction from trainees and referring professionals by being courteous and informative.

Job Responsibilities:

- 1. Customer Services** – Promote Child First Doctrine through actions and positive communication with professionals, visitors and staff.
 - A. Answer door, greet, check-in and ensure coverage during working hours and notify staff/team of appointment arrivals, cancellations, no-shows and inquiries.
 - B. Answer telephones, route calls and take and distribute telephone messages to facilitate communication between callers and staff. Telephones are answered courteously and promptly, normally within three rings.
 - C. Prepare and mail correspondence, including training correspondence; training certificates; training agendas; annual program calendars; training manuals; training evaluation summaries; and other documents to standard formats or instructions with accuracy in spelling, punctuation and correct use of numeric symbols within the specified deadline.
 - D. Open, date, and route incoming mail.

- 2. Quality Management** – Promote a positive image of CornerHouse through actions and communication with referring professionals, visitors and staff.
 - A. Promote professional and co-worker satisfaction by being courteous and informative and by notifying supervisor of potential difficulties.
 - B. Maintain confidentiality of personnel, financial and client information and records.
 - C. Monitor the cleaning, repair, and maintenance of anatomical dolls and oversee environmental safety of the staff/training reception area. Report safety concerns to supervisor.

- 3. Office Production** – Perform clerical tasks that are supportive to program staff and contribute to the overall effectiveness of program operations.
 - A. Maintain and enter training participants in trainee database.

- B. Maintain and generate mailing lists for trainees, training revenues received, and other projects as assigned.
 - C. Organize and maintain current and accurate filing system of training materials.
 - D. Word process general correspondence as assigned.
 - E. Coordinate materials preparation and shipping of all training materials.
- 4. Services** – Use verbal, written and interpersonal communication skills as Training Assistant with professionals and other staff members to coordinate service delivery.
- A. Provide visitors with information to schedule meeting locations, logistics and track attendance for Training, and other meetings as assigned.
 - B. Provide volunteers and temporary staff with orientation to work station, facility and job responsibilities.
 - C. Provide support to physicians conducting forensic medical examinations of children for possible sexual abuse by being present in the exam room and using developmentally appropriate interactions and language with children and caregivers.
 - D. Coordinate the delivery of medical assistant services with Family Liaison/Medical Assistant.
- 5. Videotaping** – Operate audiovisual equipment for interviews and training, ensuring accurate memorializing of interview for forensic or training purposes.
- A. Operate audiovisual equipment.
 - B. Ensure proper labeling, handling, delivery, storage and confidentiality of videotapes.
 - C. Troubleshoot audiovisual equipment failures, identify potential problems and ensure regular maintenance per audiovisual maintenance contract, reporting any issues to supervisor.
- 6. Utilization of Resources** – Provide a safe, clean environment, properly care for department equipment and effectively manage time.
- A. Adhere to safety, infection control, fire, disaster, weather emergency and CornerHouse administrative policies and procedures.
 - B. Participate in facility upkeep, including set-up and clean-up of interview rooms, training kitchen, training reception and training room. Act as liaison with housekeeping and maintenance personnel.
 - C. Use techniques that are safe for both self and other staff when operating equipment.
- 7. Teamwork and Problem Solving** – Actively participate in the identification and solution of problems in the work area. Contribute to the effectiveness of program operations through teamwork.
- A. Identify problems in work area and seek solutions utilizing appropriate resources.
 - B. Assume responsibilities for self-development and growth by attending mandated in-services, and accept and provide constructive criticism.
 - C. Coordinate work with others in a manner that fosters mutual respect and cooperation.
 - D. Establish priorities for self in organizing work and carry out other job duties as assigned by supervisor.
 - E.

8. Qualifications:

- High School diploma required, bachelor's degree in human services field preferred.
- Strong communication skills in interpersonal, written and multimedia vehicles.
- Experience working with diverse professional groups and child, adolescent and adult populations.
- Computer competency, including Windows, Word, Excel and Access.

In accordance with the Americans With Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job.

The Tazewell County Children's Advocacy Center
The Center for Prevention of Abuse
Job Description

Job Title: Prevention Educator
Reports To: Executive Director of Children's Advocacy Center
Director of Prevention
Status: Non-exempt
Supervises: 0

Job Function: To present prevention programs in Tazewell and Woodford County schools and community organizations.

Primary Responsibilities:

1. Presents prevention curricula to students and community organizations in Tazewell and Woodford counties through various methods such as lecture-discussion, team-teaching and facilitating small groups.
2. Assists the Director of Prevention and Executive Director of the Children's Advocacy Center in the development, promotion and administration of prevention programming.
3. Actively markets prevention program to area school administrators, superintendents, principals and others involved in school curriculum decisions.
4. Is thoroughly knowledgeable of and able to articulate the following issues:
 - Child and adult sexual abuse, assault and harassment issues
 - Dynamics of family and dating violence
 - Violence prevention strategies
 - Agency and community resources
 - DCFS Mandated Reporter procedures
5. Maintains accurate data and documentation for agency(s) and funding source reports and insures confidentiality of information.
6. Works cooperatively with other staff in a team approach.
7. Is available to work a flexible schedule including occasional evenings and weekends.
8. Assumes additional responsibilities as requested by the Director of Prevention and Executive Director of the Children's Advocacy Center.

Qualifications:**Education/Experience/Credentials:**

Prefer Bachelors Degree in education, social work, child development, counseling or related field.

Prefer experience in teaching or program presentation.

Must complete joint orientation and training program through the Center for Prevention of Abuse and the Children's Advocacy Center including a minimum of 60 hours of documented child sexual abuse, sexual assault, domestic violence and prevention programming before interacting with clientele.

Skills/Attributes:

Excellent verbal communication and presentation skills with demonstrated ability to adapt programming to and to be respectful of a variety of audiences.

Demonstrate flexibility, a teamwork capacity and an ability to function independently and responsibly.

Demonstrate ability to be sensitive to a variety of audiences.

Other:

Must be available and able to travel to area schools and carry audiovisual equipment.

Must accept status as DCFS Mandated Child Abuse and Neglect Reporter.

Must agree to a full background check and fingerprinting.

JOB DESCRIPTION

POSITION TITLE: United for Kids -Children's Advocacy Center **Program Nurse**

SUPERVISED BY: Program Director

POSITION

SUMMARY: The center nurse shall work to reduce trauma to child victims and facilitate access to appropriate services to victims and their families. He/she shall work with the Case and Care Coordinator and members of the multi-disciplinary team (MDT) to facilitate scheduling of medical examinations. The center nurse shall provide information and recommendations to the MDT regarding medical exams and shall educate staff and team members as needed regarding examination findings. The center nurse shall follow up with families to insure that the child's and family's needs are met.

QUALIFICATIONS: The Center Nurse shall possess, at minimum, a license in practical nursing. Pediatric experience and experience with child victims of abuse and/or trauma is preferred.

DUTIES:

- 1.) Coordinate medical examinations with Case Coordinator, Care Coordinator, and Examining Physician.
- 2.) Keep medical suite stocked with appropriate supplies needed for examinations.
- 3.) Consult with parents/guardians and child victims pre and post medical examination.
- 4.) Assist examining physician during medical examination.
- 5.) Take cultures to lab as needed.
- 6.) Follow up with MDT members verbally and in written format in a timely fashion regarding medical findings.
- 7.) Provide community referrals to appropriate services.
- 8.) Attend and contribute knowledge during MDT meetings and case reviews.
- 9.) Educate parents/guardians, staff, MDT and the community regarding pertinent medical information and the concept of Children Advocacy Centers.
- 10.) Conduct medical billing and track payment of medical examinations.

I, _____, have been given a copy of the job description and employee manual. These documents have been explained to me, and I agree to abide by them as a condition of my employment with the Child Abuse and Neglect Council of Saginaw County.

Child Abuse and Neglect Council of Saginaw County
President/CEO
Job Description

Position Summary: Responsible for the entire CAN Council organization's day-to-day and long-term health as well as its responsibility to meet the needs of Saginaw County's children and families by serving as a steward of the CAN Board of Directors.

Supervised by: Board Chair

Qualifications:

- Minimum of Bachelor's degree in human service, communication, youth services, social work or related field;
- Passionate belief in the prevention of child abuse and neglect and the reality that we can affect generations to come;
- Experience in program development and personnel management;
- Strong skills in relationship building, fund development, media relations;
- Excellent oral and written communication skills a must.

Council Leadership:

1. Attend all meetings of the Board of Directors and committees
2. Report to the Board of Directors and comply with the directives of the board
3. Suggest an action plan for the CAN Council and committees in accordance with the strategic plan
4. Supervise all CAN Council events and activities
5. Propose new CAN Council projects
6. Participate in Children's Trust Fund by:
7. Attending regional and statewide meetings
8. Participating in CTF committees

Community Outreach:

1. Provide leadership in the community on all issues regarding child abuse and neglect by:
2. Seeking opportunities to raise awareness and to promote education about the issues of child abuse and neglect
3. Maintain seat on the Saginaw County Human Services Collaborative Body
4. Serving on community committees concerned with child abuse and neglect
5. Deliver community presentations on the prevention of child abuse and neglect as requested

6. Serve as official spokesperson of the CAN Council to the broadcast and print media
7. Establish a network with community agencies and develop working relationships
8. Identify needs in the community and update the board on prevention programs to meet these needs

Fundraising and Grant Writing:

1. Supervise all CAN Council fundraisers
2. Write proposals for new and/or continuing grants
3. Oversee and carry out all United Way activities
4. Promote the work of the CAN Council with corporate and individual donors

Office and Fiscal Management:

1. Supervise CAN Council staff and the operation of the agency
2. Assist in preparation of the annual budget of the council
3. Participate in the preparation of all required documentation of fiscal, accounting, and program records
4. Staff and Board Retreat implementation
5. Employee Evaluations
6. Strategic Plan monitoring

Additional tasks as assigned by the Board Chair and Executive Committee.

All employees of the CAN Council will strive to abide by the Guiding Principles as established in July 2004 and are attached to this job description.

I, _____, have been given a copy of the job description and employee manual. These documents have been explained to me, and I agree to abide by them as a condition of my employment with the Child Abuse and Neglect Council of Saginaw County.

Chicago Children's Advocacy Center
Job Description

Title: Program and Policy Development and Research Coordinator
Report To:
Exempt
Revision Date: 7/17/03

Position Mission:

Responsibility Summary:

The Program and Policy Development and Research Coordinator works closely with the Director of Public Relations in the initiation of new projects/research/policy development. Additionally, each initiative will require various levels of participation with interdepartmental and multidisciplinary groups from full leadership to specific task management depending on the specific project underway.

Primary Responsibilities:

- To develop policies and procedures for new programs that are interdepartmental in nature.
- Tactively develop new programs.
- To develop relationships with outside agencies to increase multidisciplinary involvement with new initiatives.
- To recruit, hire and orient new program staff.
- To evaluate, recommend and assess feasibility of new initiatives.
- To participate in and facilitate, as necessary, interdisciplinary and interdepartmental program specific meetings.
- To research and recommend changes in agency/department/statewide regulations, policies, procedures and laws when appropriate.
- To assist with program grant development and management when appropriate.

Qualifications: Minimum educational requirement of an advanced degree in the legal or social service administrative fields. Program development experience. Strong problem solving, writing and oral communication skills are necessary. Excellent organizational skills and advanced familiarity with programmatic research and evaluation techniques.

Chicago Children's Advocacy Center

Job Description

Job Title: Medical Advocate
Reports to: Director of Advocacy

Exempt
Revision Date: 10/4/04

Position Mission:

To ensure families are provided with health education, advocacy and linked to a medical home.

Responsibility Summary:

The Medical Advocate will provide health advocacy and education to child victims of abuse and their families. The Medical Advocate will help clients identify their on-going health needs and develop strategies to address and meet those needs. The Medical Advocate will continue to monitor a family's overall social and psychological stability and encourage families to follow-up on referrals to counseling programs, make new referrals when necessary and respond to families suffering from a social or mental health crisis. The Medical Advocate will engage families in their homes and accompany families to appointments when needed and assist them in facilitating communication and information sharing with health providers. The Medical Advocate will outreach to health providers in communities, which we serve. The Medical Advocate is responsible for entering and updating information in the Case Tracking System.

Primary Responsibilities:

- Educate clients on health related issues, including chronic illnesses, disabilities, drug and alcohol abuse, good nutrition, in-home health safety, immunizations, preventative health care, etc.
- Conduct psychosocial assessments, crisis intervention and assist clients.
- Identify on-going health needs and develop strategies to address those needs.
- Conduct home visits engaging families in their home environment.
- Assist in scheduling and accompany families to appointments at community health providers.
- Assist families in scheduling appointments and coordinating transportation needs to and from appointments.

- Will outreach to health providers in communities, especially in Ashburn Gresham, Greater Grand Crossing, Englewood and Grand Boulevard neighborhoods.
- Meet with Director of Advocacy for on-going supervision.
- Participate in communication and coordination of services with internal and external providers.
- Carry on-call rotating pager and respond to emergencies on a rotating basis.
- Document all services provided to clients.
- Enter and maintain updated data into Case Tracking System.
- Complete client tracking log sheet.
- Participate in all team and agency wide meetings.
- Remain flexible with work schedule as required by needs of cases.
- Participate in staff development courses and trainings.
- Perform other duties as requested by the Director of Advocacy or other designated supervisor.

Qualifications:

Minimum educational requirements: MSW in Social Work, with at least 3 years experience in medical social work with a pediatric focus at a hospital or medical clinic. Strong team building; problem solving, organizational, written and oral communication skills are necessary. Demonstrated awareness of multiple cultures and the cultural impact on the delivery of services a must. Knowledge of Chicago area social service and health care providers.