



## Job Description

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<b>Position Title:</b>	Program Manager
<b>Reports to:</b>	Executive Director
<b>Primary Location:</b>	Kids' Harbor, Inc.
<b>Designation</b>	Non-Exempt

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### **General Summary:**

Under the supervision of the Executive Director, the Program Manager is responsible for carrying out the purposes, policies and programs of Kids' Harbor, Inc. as determined by the Board of Directors. Specifically, the Program Manager is responsible for managing the forensic and advocacy programs at Kids' Harbor, Inc. to ensure that best practices and protocols which are developmentally, culturally, and legally sound are followed. The Program Manager will also be responsible to ensure successful coordination and quality control of the multi-disciplinary team (MDT) response to child abuse and neglect victims, as well as secondary victims, and investigators. As part of the Multi-discipline team approach, the Program Manager will consult and collaborate with forensic interviewers, child and family advocates, law enforcement, military personnel, prosecutors, medical professionals, child protection workers, mental health professionals, and court victim advocates.

### **Specific Responsibilities:**

- Directly supervise and work with the Intake/Volunteer Coordinator to ensure referrals for victim services meet criteria, services are scheduled appropriately and timely, and volunteers are trained and available to provide direct victim service and support.
- Directly supervise and work with all agency forensic interviewers to ensure children are receiving forensic interviews that utilize research based, nationally recognized, and agency adopted interview protocols and techniques.
- Directly supervise and work with Child and Family Advocates to provide initial on-site services as well as on-going advocacy to victims and non-offending caregivers through crisis intervention, needs assessment, referrals and providing other support and information.
- Provide advocacy, forensic interviews, and case management services to families when other direct service staff are unavailable or reach maximum case loads.
- Coordinate forensic and advocacy staff schedules to ensure proper service coverage at all times.
- Coordinate with forensic medical providers to ensure victims are receiving quality forensic medical exams and follow-up services as deemed appropriate.
- Directly supervise Medical Assistant

- Attend and testify in court proceedings as requested/subpoenaed on behalf of victims.
- Complete and provide direct service program reports as requested by the Executive, Deputy Director, VOCA grant, NCA, Missouri KidsFirst, or other funding sources.
- Develop and maintain inter-agency communication and networking among multidisciplinary team (MDT) partners (i.e. law enforcement, Children's Division, military personnel, juvenile office, prosecutors, medical and mental health professionals);
  - a. Ensure that appropriate referrals are generated and inter-agency protocols are implemented.
  - b. Attend, facilitate, and participate in Case Review and MDT meetings.
  - c. Promote strong effective working relationships.
  - d. Assess training needs of team members and coordinate or conduct such trainings.
  - e. Maintain current Memorandums of Understanding and successfully form new agreements as determined necessary.
- Lead, motivate and educate Intake/Volunteer Coordinators, Forensic Interviewers, Child and Family Advocates, Medical Assistants, and assigned interns and volunteers.
- Attend skills-based training to remain abreast of the latest issues, research, trends and best practice standards in child abuse and neglect and victim services.
- Attend annual agency functions, special events and meetings as necessary and appropriate
- Implement the interagency protocol used by all disciplines according to best practice standards required by the National Children's Alliance for accredited membership in that organization
- Responsible for the evaluation of all client service programs to ensure that program goals and objectives of programs are met as stated in grant goals and expectations set by the Board and Executive Director. Responsible for the development/administration of evaluation procedures/instruments to ensure goals and objectives are met.
- Perform other related job duties as assigned by the Executive Director

### **Basic Requirements**

A master's degree in human services, social work, psychology, criminal justice, or related field, or bachelor's degree with a minimum of 5 years experience working in the field of child abuse is required. Knowledge of dynamics of child abuse; knowledge of law enforcement, criminal, civil, and military court systems and how to communicate with and function within these systems; strong skills in public relations and negotiation; strong organizational skills; ability to engage children of all ages; and empower and mediate with parents in crisis; comprehensive understanding of community resources. Must work effectively with individuals from various economic, social, and cultural backgrounds. Successful candidates will demonstrate an ability to accomplish and advance program goals, a willingness to remain abreast of current research related to child abuse/neglect and victim advocacy and an ability to remain sensitive and demonstrate appropriate boundaries with program clients, agency staff, volunteers and team members.

Able to be on-call and respond, as needed, after hours and on weekends within a reasonable time. Provide own transportation (mileage reimbursed) with valid driver's license and insurance coverage on vehicle.

**Physical/Mental Requirements:** Visual acuity necessary to read and develop center materials along with verbal skills to communicate with the public. Must be able to lift up to 25 pounds; standing or walking more than 50% of the day; working under pressure to meet deadlines. Must be willing to accommodate limited travel and work nights, evenings, and holidays if necessary.

**Work Setting:** Must be able to function harmoniously in a small but busy workplace. Must acknowledge and adhere to the agency's confidentiality policy and procedures and must adhere strictly to the highest professional ethics, confidentiality, discretion and judgment.

### **Principles and Values**

**Team Work:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the Kids' Harbor, Inc. team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Strategic Thinking:** Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

**Willing to Grow:** Accepts accountability for mistakes and uses the mistakes as an opportunity to learn about self and to change future behaviors.

**Safety and Security:** Observes safety and security procedures; determines appropriate action beyond guidelines; remedies potentially unsafe conditions.

**Attendance:** Regular attendance is a requirement of this position

**Other:** All new employees must agree to and pass a Children's Division and law enforcement background check due to the sensitive nature of work.

This job description reflects Kids' Harbor, Inc.'s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This is not intended to be a contract. Your signature indicates you have read this job description and understand the essential functions and essential qualifications of the job.

### **HOW TO APPLY:**

Send your resume with cover letter to [jhurst@kharborcac.org](mailto:jhurst@kharborcac.org) by close of business March 25, 2019, for immediate consideration. Include "Program Manager" in the subject line of your email.