

The Children's Place

Job Announcement

JOB TITLE: Program Manager

REPORTS TO: Executive Director

POSITIONS SUPERVISED: Family Advocates

FLSA STATUS: 1 FTE (40 Hours) Non-Exempt

The Children's Place is a Child Advocacy Center and exists to provide effective, immediate and sensitive support to child abuse victims and their non-offending family members. The Children's Place is committed to a vision with a focus on one goal: ending the cycle of child abuse and neglect.

The Children's Place is committed to building a team of dedicated, compassionate professionals who are supportive of our culture.

We are all The Children's Place: We exist because of the unique collaboration of community partners dedicated to ending child abuse and neglect. Our strength lies in our people, their ideas, their differences, their diverse talents and perspectives.

We bring our best every day: The Children's Place consists of experts, problem solvers and visionaries dedicated to promoting creativity and innovation. We demonstrate personal integrity and maintain a high standard of ethical behavior. We are dedicated to fostering a learning environment where all members of the collaborative process can flourish.

When it comes to children, we don't compromise: Children come first in all that we do. The Children's Place provides a safe place where children have the courage to use their voices – a place where healing begins. Because of our coordination of care, children entering our program go from crisis to courage. Our vision reimagines the system to make it work best for all involved, especially the child.

If you are looking for a place where you can make a difference in the life of a child, The Children's Place is looking for you.

We offer competitive compensation, benefits, and training.

This position will be opened until filled.

Please email your cover letter and resume to administrative@tcpak.org.

Fax to 907-357-5159, or

Mail to:

The Children's Place

P.O. Box 871788

Wasilla, Alaska 99687

JOB DESCRIPTION:

The Program Manager exercises discretion and independent judgment with respect to coordinating, providing and supervising direct services provided to children and families by The Children's Place including but not limited to providing/arranging for immediate safety, legal and community justice assistance, individual and systems advocacy, supervision and mentoring of Family Advocate staff and for operations of the Multidisciplinary Team. The Program Manager contributes to the team effort and maintains continuous quality improvement by welcoming new and different work requirements; exploring new opportunities to add value to the organization; helping others accomplish related job results; and being active in self-directed learning and professional development. Attending all mandatory staff meetings and in-service training. Providing and maintaining documentation of required training in appropriate field(s)

QUALIFICATIONS:

- Master's Degree in Social Work preferred
- Bachelor Degree in related field with a minimum of three years' of progressively responsible experience providing services to child victims of maltreatment and to the people responsible for their care

JOB KNOWLEDGE REQUIRED BEFORE ENTERING EMPLOYMENT:

- Solid understanding of the root causes, dynamics and prevention strategies for child maltreatment
- At least two years' experience providing direct services and victim advocacy with progressively responsible job duties and supervisory experience including screening, training and employee evaluation
- Ability to work independently with minimal supervision, to communicate effectively, and to work with people of varied backgrounds and value systems
- Ability to give and receive oral and written communications and to read, interpret, abide by and document required policies and procedures for program operations
- A personal and professional commitment to ending child maltreatment and related forms of interpersonal violence. Ability to effectively confront issues of gender and race
- Must be a responsible individual of reputable character who is known to exercise sound judgment, maintain confidentiality, cope with stress and crisis situations in a calm manner and who models non-violent behavior and freedom from substance abuse
- Must have or be able to pass State of Alaska and federal background check
- Must have valid Alaska driver's license or ability to travel off-site for meetings and/or services

ESSENTIAL SKILLS

- Ability to hold highest standards of client confidentiality required
- Excellent written, oral and interpersonal communication skills and ability to function as a team member required
- Excellent customer service skills required for working with client families, donors/funders, board members, co-workers, multi-disciplinary team members, and the general public
- Ability to consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of The Children's Place
- Ability to problem-solve, work independently and without constant supervision
- Skilled at proof-reading with intense attention to detail required
- Ability to be flexible in your work schedule
- Ability to provide trauma informed care, assessments and resources
- Proficient using office equipment/machines including computer, facsimile, scanner and copy machine
- Proficient with Microsoft Office Excel, Word, Power Point Presentations, Internet and E-mail
- Ability to work with deadlines, stressful situations, and shifting priorities
- Ability to follow written and oral instructions
- Ability to lift 50 pounds
- Ability to read, write and speak English
- Ability to maintain accurate charts and records
- Desire and ability to work as a team member toward a common goal with a wide range of clients of varied socioeconomic and ethnic backgrounds
- Demonstration of excellent interpersonal skills and a non-judgmental, supportive attitude toward patients, families, and community law enforcement and child protection professionals

RESPONSIBILITIES AND DUTIES:

- Provide supervision of TCP program staff and interns including program monitoring and evaluation.
- Assists in the recruitment, hiring and training of all new members of program staff to ensure high quality candidates are properly screened, trained and supervised to meet the needs of the programmatic services.
- Assume a leadership role in ensuring collaboration among all members of the multi-disciplinary team, including protocol development and revision and facilitation of multi-disciplinary committees. Develop and implement regular orientation and training for new members of the MDT. Oversee planning of training and team building activities for TCP staff and MDT members.
- Review referrals with program staff, monitor screening process and provide best practices to case management. Assume a leadership role in expediting referral decisions and management of case logistics within TCP.
- Develop, implement and monitor on an ongoing basis an evaluation process within TCP to evaluate its programs, services and partner relations.
- Develop, implement and monitor on an ongoing basis the necessary activities to assist programs to remain in compliance with the standards for National Children's Alliance membership standards.

- Assure that updated methodologies, practices and programs in all areas of TCP work with physically and sexually abused children.
- Implement and maintain the procedures, policies and operational manuals for TCP in compliance with the accreditation standards of the National Children's Alliance (NCA) and the local protocol.
- Promote strong, effective working relationships with partner agencies and other service providers.
- Collaborate and liaison with community organizations to network and build a collaborative working relationship between TCP and other programs.
- Implement and monitor outreach with community members and agencies through participation and presentations in local events.
- Maintain, monitor, and report statistical data for grants and NCA requirements.
- Assist the Executive Director on an as needed basis.
- Able to travel overnight to conference and training on occasion

PREFERRED:

- Thorough understanding/knowledge of criminal, civil and community justice systems including ICWA, tribal courts and jurisdictions in PL280 states.
- Experience and training in working with people who have mental or physical challenges, who are impacted by fetal alcohol exposure and/or persons experiencing substance abuse or addictions
- Training in nationally approved ChildFirst interview model and experience testifying in court

This position is required to participate in a rotating schedule, as needed, to respond to The Children's Place after regular business hours for emergent cases

Expectations for participation in the rotating schedule are as follows:

- Be available by telephone 24-hours per day, on your pre-scheduled "on call" day(s)
- Be prepared to respond in a drug and alcohol-free status to The Children's Place within 90 minutes of receiving a call for service

Employees pre-scheduled to be on-call for afterhours service are paid a flat "on-call rate" for each 24-hour period for which they are expected to respond. When an employee, who is pre-scheduled to be on-call, responds to The Children's Place, the employee is paid for actual hours worked, in addition to the daily "on-call rate".

COORDINATION: Works closely with the Medical Director and Nurse Practitioner under the guidance of the Executive Director to provide an effective, coordinated, on-going response to persons seeking or receiving services.

BENEFITS:

- Dental, Vision and health Insurance
- 11 Paid holiday days
- Accrued paid time off
- Self-Care is scheduled/valued
- Competitive compensation

The Children's Place is an Equal Opportunity Employer.

All employment at The Children's Place is at will. TCP reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment