



CLASS SPECIFICATION

Class Code: 18656
Date Est: 07/2019
Last Rev:
Last Title Chg:
FLSA: exempt
Probation: 12 months

PROGRAM MANAGER – CHILD ADVOCACY CENTER

DEFINITION

Under limited supervision, manages the day-to-day operations of the Washoe County Child Advocacy Center and its many programs and multi-agency participation; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in criminal justice, social work, organizational management, public administration, business management or a related field AND two years of full-time experience in program administration which included one year of full-time supervisory experience; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Manage the program operations through development and implementation of new innovative programs, establishment of new partnerships, and enforcement and evaluation of the policies related to the Child Advocacy Center.

Evaluate existing and potential services offered to clients of the Child Advocacy Center, identify client needs and evaluate programs for expansion or changes and work with the District Attorney's Office leadership to improve programs and develop new effective and efficient programs.

Supervise assigned staff, which includes staff selection, assigning, scheduling, and reviewing work, providing training in proper work methods and procedures, performance evaluation, coaching and mentoring, and implementing discipline and conflict resolution procedures when necessary.

Develop community outreach on behalf of the Child Advocacy Center and its services with partner agencies, community leaders and government officials within the county and surrounding areas; serve as liaison with other government agencies, victim-related organizations and community activists regarding victim services.

Draft contractor agreements, grants and budgets including projected budget needs for operations; develop and manage the Child Advocacy Center budget and fiscal controls, including justification for budget increases, monitoring revenues and expenditures and preparing financial and operational reports.

Ability to develop forward-looking, predictive models to provide insight into agency's overall strategy and plan.

Maintain awareness of current trends and best practices in the field of Child Advocacy Centers and multi-disciplinary teams.

Oversee program data and prepare reports, performance measures and program information for a variety of reports internally and externally.

Review and evaluate work methods and procedures and recommend/implement changes in work processes and workflow to ensure efficient operations and compliance with policies and standards.

Serve as primary resource for information on Child Advocacy Center activities and interpretation of policies, procedures and functions of the Child Advocacy Center.

Uphold the National Children's Alliance accreditation standards and ensure readiness for site visits and audits.

Resolve issues and complaints from clients regarding service received by investigating the facts and circumstances of the complaint and taking appropriate action.

Ensure assigned personnel follow proper emergency procedures and perform their duties and responsibilities in a safe and prudent manner to prevent them or others from being exposed to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental and countywide policies and procedures including personnel and management policies.

Operations of a Child Advocacy Center and multi-disciplinary team.

Budget development methods and techniques.

Computer software specific to the department/division.

Terms and acronyms commonly used in the assigned function.

Ability to:

Plan, coordinate and direct the daily operations of assigned programs and services to accomplish established goals and objectives and optimize efficiency.

Effectively supervise and evaluate the performance of assigned staff.

Prepare budget recommendations based on the needs of detention facility operations.

Implement work methods and procedures that promote a safe working environment for and ensure proper staff training in work safety.

Entry Level: *(Applicants will be screened for possession of these through written, oral, performance and other evaluation methods.)*

Knowledge of:

Principles and techniques of management and supervision.

Basic budget preparation and administration.

Principles and practices of program management.

Ability to:

Plan, organize and direct the operations the Child Advocacy Center.

Read, interpret and apply pertinent laws, statutes, codes and regulations including administrative and departmental policies and procedures.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency and implement changes as necessary to improve operations.

Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Plan and organize work to meet schedules and timelines.

Write administrative summaries, narrative reports and other documents.

Communicate effectively and tailor communication to meet the needs of the intended audience.

Maintain confidential client case information.

Deal effectively with a diverse group of individuals from different socioeconomic backgrounds under stressful situations.

Provide explanations and information; answer questions and make recommendations for action in a manner that does not intimidate or provoke members of the public.

Coordinate assigned services and activities with other divisions, outside agencies and organizations.

Work independently with minimal supervision.

Communicate in a clear, concise manner, both orally and in writing.

Resolve personnel conflicts and issues.

Make effective presentations before committees, boards, commissions and other groups.

Establish, foster and maintain effective working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a detention facility environment. Ability to lift up to 20 pounds. Ability to operate standard office equipment.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.