



Director of Child Services Job Description

Organization Description:

Anchor Point/SANE, Inc. provides victim forensic medical examinations, evidence collection, forensic interviews, advocacy, court testimony and education related to the sexual and physical assault of children and adults. We work collaboratively to ensure care of patients and their families and work within our communities to raise awareness through prevention trainings and education related to sexual and physical violence.

Position Title: Director of Child Services

Reports To: Executive Director

Position Type/ Salary/Benefits:

- Full-time, Exempt with salary range: \$50,000 -60,000 annually
- Full health and dental insurance benefits.

Overview of Position:

The Director of Child Services oversees the 24/7 crisis response coverage as well as coordination and management of advocacy, follow up services, and counseling services for the Child Services Program. The Director of Child Services helps ensure the quality of care received through direct and indirect patient care, professional and public education, consultation, development of standards and protocols, interdisciplinary collaboration related to Child Services. The Director of Child Services helps provide supervision to all Child Services staff including forensic medical examiners, forensic interviewers, advocates, and interns. The Director of Child Services will be expected to provide administrative and direct services and will be expected to respond via phone during some nights/weekends to provide guidance to SANE Inc. staff who are operating the 24-hour crisis response hotline and may be required to respond in person on nights/weekends for emergent crises as needed. The Director of Child Services is expected to represent SANE Inc. in interagency meetings and community awareness events and trainings. The Director of Child Services is an essential member of the SANE Inc. leadership team and must work closely with other program Directors and the Executive Director.

Applicants must hold a minimum Bachelor's Degree in Social Work, Public Administration, Public Health or some other related field and/or have equivalent work experience.



Duties and Responsibilities of Position:

Administrative Tasks:

- Help in all hiring and managing of staff records for the Child Services Program
 - Helps ensure SANE Inc. is in compliance with all regulatory standards and requirements as established by the Criminal Justice Coordinating Council (CJCC) and assists in implementation of policies and procedures to ensure compliance.
 - Helps ensure that documentation pertaining to direct services for clients are updated and available to agencies conducting site visits for accreditation.
 - Assist in onboarding and training new Child Services staff, advocates, interns, and volunteers as needed.
- Participates in strategy and sustainability planning, goal setting, program development and evaluation for the Child Services program.
- Catalyzes and facilitates change to enhance professionalism, efficiency, competency and cost containment within the Child Services Program
- Help to facilitate Child Services to clients by providing on-going supervision, guidance, and training to daytime Child Services Program staff in relation to client services.
 - Ensures clients are appropriately cared for by providing or assisting other staff in providing direct services and/or appropriate referrals
 - Help maintain monthly schedule and response for day-time accompaniment of clients Monday-Friday, 7am-7pm
 - Review all child client service requests (via hotline, business line, email, walk-in, agency request) and assign appropriate staff member for response
 - Regularly update policies and procedures for Child Services Program for daytime staff
 - Provide annual training refreshers to staff on policy updates and changes
 - Provide individual supervision to Child Services staff and interns
 - Help provide mid-year and end of the year evaluations to all Child Services Staff
 - Coordinate and facilitate bi-weekly Child Services meetings to discuss on going cases, policies/protocols, group needs, and outreach plans
- Provide on-going supervision and guidance of Night/Weekend Child Services Program staff in relation to client services.
 - Help maintain monthly schedule and response of Child Services Program staff for nights, weekends, and holidays to ensure 24/7 coverage



- Regularly update policies and procedures for Child Services Program for night time staff
- Provide annual training refreshers to staff on policy updates and changes
- Provide individual supervision to staff and interns
- Help provide mid-year and end of the year evaluations to all Child Services Staff
- Coordinate and facilitate debriefing meetings as needed to debrief on cases seen at nights/weekend/or holidays to identify patient needs, follow up care plans, or to discuss night time policies/protocols
- Train all SANE Inc. staff on Child Services Protocols and responsibilities
 - Provide on-going updates to all staff regarding protocols and responsibilities
 - Distribute calendars to Child Program Staff and help ensure 24/7 coverage
 - Regularly update, maintain, and ensure access to Child Services Resource folders and staff information for staff to provide for immediate patient needs and aftercare patient needs
- Manage Child Services Database and Documentation System
 - Includes Caseworthy database, excel forms, physical folders, and shed filing system
 - Train and oversee users for system
 - Review and supervise documentation of all SANE Inc. Staff members to ensure timeliness and accuracy of records
 - Run statistical reports for grant/outreach purposes
 - Compile statistical data and provide reports to the Executive Director for quarterly VOCA VSSR Report
 - Help custodian the records for all SANE Inc. child clients
- Manage child counseling referral process
 - Document and track all counseling referrals for Child services
 - Act as liaison for referrals to community counseling agency partners
- Consult Executive Director and Child Services Team as needed for feedback, needs, and changes
 - Participate and attend SANE Inc. Leadership meetings
 - Collaborate and represent SANE Inc. at state and national Sexual Assault Center meetings and events
- Multidisciplinary Team (MDT) & Community Outreach
 - Work with MDT Coordinator to schedule, facilitate, coordinate, and participate in Multidisciplinary Teams (MDTs) as needed
 - Participate in on-going collaboration with partner agencies to ensure



- survivor needs are met and maintained as needed
- Participate/network in community partnerships via MDTs and Task Forces where appropriate.
- Help develop and provide trainings/presentations for outreach prevention related to Child Services Program in 13 county service area as needed
- Conduct professional training and assist with community awareness/education efforts on the prevention of sexual violence, domestic violence, and child abuse and neglect as needed.

Direct Service Tasks:

- Engage in crisis accompaniment with primary survivors and secondary survivors, specifically involving forensic medical exams, forensic interviews, hospitals, law enforcement, court, jail, walk-ins, etc.
 - Coordinate scheduling and provide in-person crisis response, support, and validation for clients receiving Forensic Medical Exams, and/or other medical services
 - Coordinate scheduling and provide in-person crisis response, support, and validation for clients participating in criminal justice process
- Schedule and conduct in-person and/or phone intakes when appropriate to discuss SANE Inc. services, complete paperwork, and collect client information
 - Discuss and coordinate access to counseling services and support groups when interest expressed as well as connect to agencies/resources
 - The Child Services Program Manager acts as a 24/7 on call resource to help responding staff meet client needs and to staff time sensitive cases.
 - The Child Services Program Manager is responsible when available to help fill holes on the call calendar or fill in when scheduling conflict arises.
- Assist as co-facilitator for support group when able and needed for child clients
- Engage in staffing of cases with other partner agencies belonging to the MDTs and document as needed
- Regularly fulfill timely documentation of services to clients (within 24 hour of provision) including notes, folders, database, and stats
- Participate in day-time on-call crisis accompaniments no more than 1-2 days/week on average
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

Professional and Educational Development Tasks:

- Receive supervision regarding on-going professional development
- Create and maintain a professional development plan



- Engage in continuing education opportunities via conferences, webinars, and local trainings

Communication and Facility Maintenance Requirements:

- Participate in weekly staff meetings as directed
- Assist with SANE Inc. Staff and Volunteer Training and Intern Training periodically
- Fulfill general office and records maintenance
- Assist with cleaning duties and sanitation of office and exam spaces
- Assist with any other tasks/duties that may be required as assigned
- Daily communication with employees, patients, family members, visitors, medical staff, volunteers, students as well as the general public.
- Frequent contact with personnel of community agencies, hospitals, local law enforcement including; local police department, sheriff's office, prosecutor's office, child protective services, adult protective services and any other agencies that are victim oriented.

Supervisory Responsibilities:

This position does have supervisory responsibilities over the following positions:

- Child Services Program Advocates
- Child Services Program Interns
- Groups Coordinator for Child Groups

Required Skills / Qualifications:

- A minimum of Bachelor's level of education in a related field to social work, public administration, and/or equivalent work experience (Masters level of education is preferred).
- Understanding of sexual assault, child abuse/neglect, and domestic violence dynamics and the the immediate and long term effects of trauma.
- Knowledge of modern office procedures and methods, including telephone communications, office systems, and record keeping.
- Knowledge in Microsoft Word, Excel, PowerPoint, Adobe, Zoom, and basic computer skills as well as ability to track and enter data into spreadsheets or designated applications
- Ability to establish priorities, problem solve, work independently, and proceed with objectives without supervision.
- Strong organizational & time management skills required
- Ability to handle and resolve recurring problems while exercising judgment, tact, and diplomacy.
- Strong verbal communication skills and the ability to communicate with persons of different educational levels.



- Must display professionalism and leadership qualities when dealing with other organizations, volunteers, board members, and staff.
- Program management and staff supervision experience.
- Understanding and ability to uphold confidentiality of all clients
- Reliable cell phone and internet access and reliable personal motor vehicle transportation.
- Must be able to physically respond in person to the SANE Inc. service area (Clarke, Oconee, Walton, Morgan, Barrow, Newton, Jasper, Jackson, , Greene, or Putnam counties) or designated Family Protection Center for that area.

Desired Skills/Qualifications:

- Minimum of 2 years of experience working with children
- Leadership/supervision experience
- Experience in direct service in working with trauma survivors, specifically with sexual assault is recommended.
- Experience in crisis counseling and/or 24/7 hotline management
- Experience in public speaking, interagency written communications, and meeting facilitation
- Experience with a Case Management Database.
- Connection to the community that is being served
- Policy and protocol development background
- Bilingual in Spanish and/or another language
- Training specific to program development, advocacy, or nonprofit management

Physical Work Requirements:

While performing the duties of this position, the employee will regularly be required to communicate with patients, staff, and agency partners in person, over the phone, or in writing. Employees may be required to bend, stoop and/or kneel. Employees are required to stand, walk, and drive or ride in a motor vehicle. Employees must occasionally lift and/or move items up to 20 lbs. Employees must have the ability to independently travel in a motor vehicle to locations in our 13 county service area as needed. Employees must be able to provide after hours support and/or weekend assistance as needed. Employees must be comfortable with public communication, such as public speaking and interagency communications. Occasional work outdoors may be required.



Work Environments:

This job primarily operates in office and exam room settings. This job routinely uses standard office equipment such as computers, phones, photocopiers/FAX machines, & filing cabinets. Work environments may also include Hospitals, Jails/Prisons, Interview Rooms, Courtrooms, Other Law Enforcement/Sheriff Office Facilities, other community agency buildings, and virtual video meetings. A personal vehicle is necessary to

transport employees between locations needed for work. Personal cell phones are necessary for communication with staff, clients, and partner agencies. Virtual work may be done when needed if appropriate and approved by the Executive Director. Occasional work outdoors may be required.

SANE Inc. provides care to all survivors regardless of gender identity/expression, sexual orientation, race, color, socio-economic status, religion, age, ability, and national origin/immigration status. While SANE, Inc. serves 13 counties in Northeast Georgia, no client is turned away based on where they reside or where the crime occurred.

I have reviewed this job description and hereby acknowledge my understanding of my duties. I hereby acknowledge receipt of a true copy of this document.

I have reviewed this position description and the evaluation process with my supervisor and hereby acknowledge my understanding of my duties, reporting system, chain of supervision, evaluation system. I hereby acknowledge receipt of a true copy of this document.

If interested please email a resume, cover letter, and contact information for two to three professional references to mdickens@saneinc.org