



2200 Lucien Way, Suite 325
Maitland, FL 32751
www.RISEcs.org

POSITION: Program Director

PROGRAM/DEPT: Children's Advocacy Center Osceola

PAY: \$70,000 - \$88,000

ABOUT RISE COMMUNITY SOLUTIONS: RISE Community Solutions works to strengthen families and the communities in which they live. We offer coordinated solutions to help families get ahead of the challenges that can lead to disruption, including youth mental health, child victim advocacy, and family homelessness. We meet our mission with the philosophy that families will be most successful when supported by strong communities that have ample capacity to meet their needs. RISE Community Solutions utilizes an approach which *Restores, Inspires, Strengthens and Empowers* those we serve. To learn more about us, visit www.RISEcs.org.

PURPOSE: Provides leadership and direction for the Children's Advocacy Center Osceola, a program which provides services to children, and their family, who are alleged to be victims of physical or sexual abuse, or medical neglect. The Director leads all aspects of the program, including day-to-day team management, oversight of grant/funding compliance, and development of new strategies and resources to best serve eligible families. This position manages quality improvement processes and tracks data indicators of the program's performance and adheres to the standards established by the National Children's Alliance and Florida Statutes, and its various funders.

KEY RESPONSIBILITIES:

- Ensure investigative guidelines are followed by the following collaborative partners: State Attorney's Office, Child Protection Team, Osceola County Sheriff's Office, Kissimmee Police Department, St Cloud Police Department, Department of Children and Families, Osceola County Public Schools, mental health providers and other collaborating agencies. 10%
- Provide supervision and guidance to program staff (inclusive of volunteers and interns) to define and resolve service delivery challenges. Provide direct services as needed and coordinate ongoing training specific to the needs of the CAC Osceola program. 40%
- Maintain support and facilitate partnerships with local government entities, elected officials and other stakeholders by conducting community outreach and child abuse prevention education to increase program awareness in Osceola County. 5%
- Design and implement an evaluation tool to ensure the Children's Advocacy Center is fully accountable to the community and its funders, in consideration of clear, measurable targets. 5%
- Oversee the process to access funding, including approving, tracking and monitoring expenditures related to direct services to families in the program, as well as general program operations. Collaborate with the communications and development teams to provide needed program data and information to funders and play an active role in assisting with fundraising goals. 5%
- Development and maintenance of data system which collects the required data in compliance with NCA accreditation standards and others as needed for funders. 5%
- Attendance, leadership and facilitation of multi-disciplinary team meetings as needed. 15%
- Preparation and submission of reports and data for statistical purposes and funding sources. 15%

Additional Functions & Expectations

- Identify opportunities in which the lived experience and voice of those served can improve program operations and outcomes.
- Participate in the organization's strategic plan and quality improvement processes.
- Ability to safely and successfully perform essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards, including meeting qualitative and quantitative productivity standards.
- Ability to maintain reasonably regular, punctual attendance consistent with ADA, FMLA and other federal, state, and local standards.
- Ability to comply with all personnel policies and procedures.
- Other duties as assigned in support of the mission of the organization.
- Create and perform annual reviews of Policy and Procedure Manuals to ensure all policy and procedures reflect current state, federal and system of care requirements in support of the Child Advocacy program

DESIRED QUALIFICATIONS:

- Bachelor's degree from an accredited college or university in a human services or administrative field. (Preferred: Master's degree from an accredited college or university in a human services or administrative field)
- Minimum of five years in a social service field, including at least three years of management/leadership experience.
- Extensive experience working with child abuse and neglect, including at least one year working within Florida's child welfare and investigation system of care.
- Two years' experience working on collaborative community initiatives.
- Experience in fundraising, grant writing, philanthropic activities and program development.

DESIRED SKILLS:

- Minor or Certificate in Child Advocacy Studies (CAST) or other child welfare curriculum from an accredited university/college
- Victim Services Practitioner Designation or other National Children's Alliance approved Victim Advocacy Credentialing
- Proficiency in Microsoft Office Suite including Word, Outlook and Excel
- Excellent interpersonal and communication skills
- Strong time management and organization skills
- Demonstrate cultural and linguistic competence and sensitivity to population served
- Ability to travel

All RISE Community Solutions team members are expected to demonstrate proficiency in the following competencies: Problem Solving, Time Management, Attention to Communication, Customer Service, Teamwork, Integrity, Interpersonal Skills, Trauma-Informed Approach and Innovation. To learn more, visit www.risecs.org/careers and select the "Competencies" tab.

POSITION STATUS: Exempt

SCHEDULE: Traditional weekday schedule.



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LOCATION: Hybrid role. The employee will be able to use their home and the CAC office. Some meetings are held in-person in Maitland or at partner locations.

SUPERVISOR: Executive Director

Name (Print)

Supervisor's Name (Print)

Employee Signature

Supervisor's Signature

Date

Date