NATURE AND SCOPE: The Executive Director is responsible for overseeing all aspects of Child Advocacy Center activity, including financial management and establishment and implementation of policies and procedures related to the Center. The Executive Director is also responsible for coordinating the activities of Niagara County’s child abuse intervention team. The Executive Director of the Child Advocacy Center of _______ reports to ________________

ESSENTIAL FUNCTIONS:

1. Effectively guide, direct and monitor Child Advocacy Center activities to assure they are performed within established standards of practice, quality and performance.
2. Coordinate _______ County’s multidisciplinary child abuse team.
3. Prepare funding applications and coordinate fund-raising with ____ Medical Center Foundation; maintain contact with current and potential funding sources including preparation and submission of any required reports.
4. Initiate and oversee monitoring, performance improvement and evaluation activities for Child Advocacy Center.
5. Oversee long and short-range planning activities for Center programming.
6. Direct, develop and implement departmental processes that enhance and improve departmental functions, reduce cost and improve quality and client outcomes.
7. Consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of _________ Medical Center at both the organizational and departmental level.
8. Direct the development and implementation of the department’s annual budget.
9. Maintain responsibility for recruitment and retention of qualified personnel for the department.
10. Communicate effectively and function in a collaborative manner within all levels of the organization, with participating agencies and within the community.
11. Provide education and training related to child abuse issues; maintains the Child Advocacy Center as a source of expertise and training on issues related to child abuse and family violence.
12. Maintain accreditation and regulatory standards for child advocacy centers.
13. Network with national, state and local organizations related to child abuse issues in order to assure that Child Advocacy Center policies, procedures and services delivery is consistent with current knowledge, research and practice standards.
14. Provide direct service such as Forensic Interviewing Services, Counseling, and Case Coordination as needed.
15. Other duties as assigned by supervisor.

SAFETY: Compliant with the Department of Patient Care Services and hospital standards related to the delivery of safe patient care. This individual is responsible for compliance with NYSDOH, JCAHO, OSHA, infection control, environmental safety and emergency preparedness.

PROFESSIONAL BEHAVIOR: This individual possesses attitudes and behaviors which are consistent with total quality improvement and the mission statement of __________ Medical Center. This individual possesses an ongoing up-to-date knowledge base to ensure ongoing competency in performing this level and scope of responsibilities. Position requires ability to work effectively with individuals of diverse cultural backgrounds and professionals from a variety of disciplines.

NON-ESSENTIAL (MARGINAL) FUNCTIONS: (Responsibilities/important duties performed occasionally or in addition to the essential duties of the position.)
Perform clerical tasks to support service delivery.
☒ Perform clerical tasks to support service delivery.
☒ Represent Child Advocacy Center to local organizations.
☒ Provide consultation to Medical Center personnel and others on child fatality issues
☒ Provide community education regarding child fatality issues.
☒ Maintains working knowledge of word processing and data entry.

AGE SPECIFIC POPULATIONS:
☒ Neonate: 0 – 3 months ☒ Adult: 18 – 65 years
☒ Pediatric: 0-17 years ☐ Geriatric: 65 years and above
☐ Adolescent: 13 – 18 years ☐ ALL

REQUIREMENTS: Knowledge of appropriate social work skills; excellent interpersonal and communication skills; flexibility in scheduling; ability to work in high stress environment.

EDUCATION: An advanced degree in a field related to the multidisciplinary function of the Child Advocacy Center, such as law, social work, medicine or criminal justice is preferred.
EXPERIENCE: The candidate must possess knowledge of child abuse issues and current standards of practice. The candidate should possess a minimum of five years working with child abuse issues. Experience related to physical and sexual child abuse, legal proceedings and crisis intervention; coordination and administrative skills; human relations and coordination, particularly with multidisciplinary child abuse teams, including social services, legal, medical and mental health professionals is preferred. Experience providing public speaking and training preferred. The candidate should be experienced in grant writing, grants management and fundraising. Experience with staff supervision preferred. The candidate must be able to work collaboratively with professionals from a variety of disciplines. The candidate must possess excellent problem solving, communication and customer service skills.

WORKING CONDITIONS/ENVIRONMENTAL FACTORS:

Indoors: 100 %  Outdoors: 0 %

Environmental Factors:
- Works closely with others
- Protracted or irregular hours including occasional weekends
- Works around infectious disease
- Works with/around electrical equipment
- Works in a noisy environment
- Works around/with hazardous materials, chemicals, radiation
- Works with many interruptions

REQUIRED PHYSICAL ACTIVITY:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Frequency</th>
<th>Max. Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing/Walking</td>
<td>F</td>
<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>F</td>
<td>M</td>
</tr>
<tr>
<td>Lifting/Carrying</td>
<td>M</td>
<td>20 lbs</td>
</tr>
<tr>
<td>Frequency</td>
<td>M</td>
<td>Climbing</td>
</tr>
<tr>
<td>Max. Weight</td>
<td>20 lbs</td>
<td>Bending</td>
</tr>
<tr>
<td>Repetitive Motion</td>
<td>M</td>
<td>Crawling</td>
</tr>
<tr>
<td>Hands</td>
<td>M</td>
<td>Reaching</td>
</tr>
<tr>
<td>Feet</td>
<td>M</td>
<td>Twisting</td>
</tr>
<tr>
<td>Other Movement</td>
<td>O</td>
<td></td>
</tr>
</tbody>
</table>

STRENGTH REQUIREMENTS:
REQUIRED SENSORY ACTIVITIES: (Minimum described unless otherwise indicated)

Speaking: Must speak clearly in English to communicate, gather data, and information.
Other:

Hearing: Required to communicate with others via phone. Hearing aid permitted.
Other: 

Seeing: Required to perform work duties throughout the day
Other: 

Visual Acuity: Normal limits - corrective lenses permitted
Other: 

Depth Perception: Normal limits
Other: 

Color Blindness: Normal limits
Other: 

MACHINES, TOOLS, EQUIPMENT AND WORK AIDES USED TO COMPLETE ESSENTIAL FUNCTIONS: (list)

- Computer
- Office equipment – phone, fax, copier, pager

STANDARDS OF PERFORMANCE

The following Standards of Performance have been established to outline specific behaviors employees are expected to practice while on duty.

I. ATTITUDE

- Treats customers with courtesy and respect
- Consistently introduces self, and greets customers in a warm and friendly manner.
- Consistently strives to not only meet, but exceed customers’ expectations willingly.
- Listens to customers effectively, and acknowledging their needs.
Goes the extra-mile to actively meet customers need in an expedient manner and to a satisfactory resolution.
Fosters openness and trust through personal behaviors in the workplace.

II. APPEARANCE
- Grooming reflects good personal hygiene.
- Dress is tidy, discreet and professional in nature.
  Dress is consistent with Department standards (clothing/uniform/jewelry/perfume/scents).
  Identification name badges are worn between the shoulder and waist, and employee name is visible at all times.

III. COMMUNICATIONS
- Listens carefully to ascertain the needs of the customer.
- Introduces oneself promptly in every customer interaction and includes name and role in the organization.
- Addresses customer by proper name.
- Non-verbal cues should purvey positive interaction (i.e. greeting with a smile).

IV. RESPONSIVENESS
- Quick and responsive.
- Acts decisively.
- Follows through to acceptable outcomes.
- Anticipates Customer need.
- Actively provides an apology if a delay is encountered.
- Consistently offers to help customers or co-workers.
- Addresses patients and customers needs immediately according to the guidelines outlined in the Standards of Performance.

V. COMMITMENT TO CO-WORKERS
- Maintains sensitivity to fellow employees inconvenience.
- Maintains helpful and cooperative attitude in working with fellow employees.
- Welcomes new employees, and assists them in any way possible to ease their transition into the organization.
- Maintains a collaborative problem solving approach when dealing with professional issues in the workplace.
- Avoids eleventh hour requests, being sensitive to others workloads.
- Fosters open communication.
- Works effectively as a team player and deals constructively with conflict and disagreement.
- Resolves differences by seeking mutually acceptable solutions.
- Respects privacy of fellow employees.

VI. ELEVATOR ETIQUETTE
- Uses any elevator encounter to a positive first impression for our customers.
- Makes room for others, and hold doors open when customers are entering or exiting.
- Maintains patient confidentiality and privacy while visitors and fellow employees are in the elevator.
VII. PRIVACY/CONFIDENTIALITY
- Maintains confidentiality of patients’ conditions and records.
- Discussions of patients or Medical Center business are held in private, not public, areas.
- Phone conversations are conducted with discretion.
- Maintains modesty of customers.
- Interviews customers and communicates with families in a private manner.

VIII. SAFE/CLEAN ENVIRONMENT
- Knows Department and Hospital safety policies and procedures
- Practices safety.
- Uses PPE when appropriate.
- Reports any accidents or incidents promptly and completely.
- Maintains clean facility environment.

IX. SENSE OF OWNERSHIP
- Exhibits knowledge and pride of facilities
- Adheres to organization and departmental policies.
- Maintains professional conduct.
- Accepts responsibility for one’s work.
- Adheres to Medical Center mission statement.

X. CUSTOMER INFORMATION & EDUCATION
- Communicates with customers in easily understood and appropriate language
- Addresses customer’s special needs appropriately.
- Educates customers and families as to the process for Medical procedures.

Position Description Review:
Date:________ Signature:_________ Date:________ Signature:_________
Date:________ Signature:_________ Date:________ Signature:_________
Date:________ Signature:_________ Date:________ Signature:_________