

**Job Title:** CAC Director  
**Grade:** 8  
**Date:** May 2018  
**Department:** Crisis Services  
**Reports To:** Chief Program Officer

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The YWCA Mohawk Valley is dedicated to its mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

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**Job Summary:**

The Crisis Services CAC Director guides and manages the overall program, planning, implementation, and delivery of Crisis Services for the Child Advocacy Center, Ilion. Responsibilities includes the development of staff, assuring the delivery of quality, trauma informed service and controlling expenses.

**Essential Duties and Responsibilities:**

- Manage/Supervisor to Advocates and Primary Therapist for the CAC.
- Responsible for coordinating a functioning and effective multidisciplinary team (MDT).
- Work in collaboration with other department directors.
- Ensure effective operations of crisis services, and that program activities operate consistently and ethically within the mission and values of the agency.
- Assure and maintain adherence to policies and procedures.
- Maintain current understanding of regulations relating to delivery of crisis services.
- Identify staffing needs according to regulations, contracts and analysis of need.
- Ensure CAC staff are trained and understand policies and procedures related to their position.
- Work with non-residential staff on providing trauma-informed care.
- Assess staff performance on a regular basis.
- Ensure appropriate records are maintained and secure.
- Prepare reports as requested.
- Participate in the development of the annual CAC program budget as requested.
- Work with Crisis Services Directors on development of new Crisis Services programs and enhancing current programs as needed.
- Approve the purchase of supplies and materials as needed for CAC programs.
- Responsible and accountable for achieving budget goals.
- Build and foster collaborative relationships with outside agencies.
- Represent the YWCA at community functions including public speaking.
- Assign and delegate functions as needed.
- Report property maintenance needs.
- Other duties as assigned by the Chief Operations Officer.

**Education:**

- Bachelor's degree in Human Services/Social Services and 3 years-experience in Human Services/Social Work (or related field) and supervision preferred or 5 years experience in related field with prior supervision.

**Required, Specialized, or Technical Knowledge:**

- Acceptance and support of the YWCA Mission
- Ability to interact with staff, residents and/or agencies while maintaining confidentiality
- Well organized and Flexible
- Strong written and verbal communication skills
- Ability to work independently with little or no supervision

- Ability to work with and interact with diverse populations
- Must have reliable transportation and the ability to travel
- Knowledge of Microsoft computer software.

**Expectation for all Employees:**

Supports the organizations mission, vision and values by exhibiting the following:

- ⇒ Integrity
- ⇒ Respect
- ⇒ Commitment
- ⇒ Compassion
- ⇒ Credibility
- ⇒ Expertise
- ⇒ Teamwork

**Physical Requirements:**

**Equipment Used:**

- Computer, fax, adding machine, telephone, voice mail, copier. Must hold a valid driver's license and insurance and be able to travel as necessary.

**Physical Activities:**

- Climbing, balancing, stooping, kneeling, crouching, walking, grasping, talking, hearing.

**Physical Demands:**

- Sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

**Visual Acuity Required:**

- Heavy acuity is required in this position.

**Work Conditions:**

- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

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Employee Signature

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Date

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CEO Signature

\_\_\_\_\_  
Date