

CHILD ABUSE INTERVENTION CENTER MANAGER

JOB PURPOSE AND SUMMARY

To direct, manage, supervise and coordinate the programs and activities of the Child Abuse Intervention Center, including criminal investigation, case coordination, and social and health service facilitation; to coordinate assigned activities with other County and City departments, divisions, and outside agencies; and to provide highly responsible and complex administrative support to the Child Abuse Intervention Center Board.

CLASSIFICATION DISTINCTIONS

Receives administrative direction from the Child Abuse Intervention Center Board.

Exercises direct supervision over management, professional and clerical staff.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES - Duties may include, but are not limited to, the following:

- Assume management responsibility for all services and activities of the Child Abuse Intervention Center.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend appropriate service and staffing levels; recommend and administer policies and procedures.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Child Abuse Intervention Center Board; implement improvements.
- Select, train, motivate and evaluate Center personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Develop and implement interagency agreements between the Center and those agencies within the community providing services to Child Abuse victims and families, such as Department of Social and Human Services; foster positive community response to the Center, particularly in the areas of funding, support services, and education.
- Develop and administer the Center annual budget; forecast additional funds need for staffing, equipment, materials, and supplies; monitor and approve expenditures and implement adjustments as necessary.

- Manage the investigation and coordination of Child Abuse cases processed through the Center; insure timely and appropriate case management; coordinate professionals involved in providing services to insure psychological needs and necessary support are provided through adjudication and after care.
- Conduct a variety of organizational studies, investigations, and statistical reports; prepare and present information about the Center to news media, community groups, local businesses and the general public; research potential funding sources and write grant proposals.
- Maintain current awareness of legislative issues; draft documents for legislative consideration; prepare and present information to the legislature.
- Establish effective working relationships with a variety of others both within the Center and between those with whom the Center must interact; investigate and resolve problems and conflicts within the Center and between any of the contributing groups and agencies in such a way to insure effective operation of the Center and achievement of its goals and objectives.
- Perform related duties as assigned.

QUALIFICATIONS

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in justice administration, law enforcement, sociology, psychology, or a related field.
- Three years of increasingly responsible experience in managing a criminal investigatory function which includes at least one year of experience focused on child abuse cases.

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Knowledge of....principles and practices of criminal case investigation and related laws, rules and regulations particularly in the area of child abuse; organizational and management practices as applied to the development of goals, objectives, policies and procedures; principles and methods of case management; assessment and intervention skills appropriate for dysfunctional families and families and victims of child abuse; principles and practices of supervision including selection, development, evaluation and discipline of staff; methods of monitoring and evaluating effectiveness of services; techniques of effectively developing and implementing interagency agreements; principles and practices of budget preparation, expenditure monitoring, and financial needs forecasting; effective methods of communicating to a broad spectrum of others; grant writing and presentation of information to legislators.

Ability to....manage, direct, and motivate the work of others; coalesce and motivate a diverse group around a shared goal; understand, interpret and communicate relevant laws, codes, regulations, and ordinances with courtesy and tact; prepare and deliver speeches and presentations to community groups, agencies, and the public; prepare, monitor, and evaluate an operating budget; communicate

effectively both orally and in writing; draft grant proposals and prepare documents for the legislature; analyze and resolve complex problems relating to office operations, case management, and criminal investigations.

Revised 01-23-92
Office use: 6/20/00