

Children's Advocacy Centers of Mississippi™
Program Director - Membership Excellence
Job Description

Reports To: Assistant Executive Director

Exempt Status: Salaried, Exempt

Commitment Type: Full-Time, On-Going

Description: Under the supervision of the Assistant Executive Director, provides oversight and direction to CACM's program excellence, program compliance, and the statewide case management system.

Summary:

- CACM will also ensure consistency in services provided by monitoring for compliance of the Accreditation Standards and Growth and Development Protocol.
- In order to achieve program excellence and program compliance, local centers need a case management system to assist in delivery of services and guide program evaluation. CACM oversees the statewide database system for CACs.
- This functional area directly and indirectly impacts many other areas across the organization. As such, activities and efforts should be coordinated accordingly.
- CACM passes through funds to all CACs in Mississippi. Integrity of the use of the funding is vital to meeting the needs of all children in Mississippi who have been victims of abuse. CACM must ensure that funds are used only for allowable expenses determined by grant management standards and terms and conditions of each funding agency.

Essential Job Functions:

Program Excellence:

- Executes strategic objectives and operating plans that align with strategic goals for local center program excellence.
- Provide oversight and conduct program excellence activities, including site visits and technical assistance resources.
- Coordinate efforts with other areas of the organization including training and member relations, grants administration, and system and legal initiatives.
- Supports development of new child advocacy centers to meet the agency vision to have statewide coverage.

Program Compliance:

- Executes strategic objectives and operating plans that align with strategic goals for local center program compliance.
- Provide oversight and conduct program compliance activities, including site visits, desk reviews, MOU/Working Protocol reviews, etc.
- Coordinate efforts with other areas of the organization including grants administration.

Financial Initiatives:

- Technical Assistance – CACM works with local centers to ensure funding is leveraged to the highest and best use by working with centers on grant and organizational budget assistance.
- Monitoring – CACM is charged with grant monitoring, which includes risk assessment, desk reviews, documentations reviews, audit reviews, and site visits.

Statewide Case Management System:

- Executes strategic objectives and operating plans that align with strategic goals for the statewide case management system.
- Provide oversight and support for system administration, development, help desk, training, reports, and quality assurance.
- Coordinate efforts with other areas of the organization including Membership Support.

Supervision:

- Directly supervise and support staff who perform program excellence and program compliance activities.

Desirable Competencies & Skills:

- Growth mindset – anchors to the vision and associated growth by leading with an innovative mindset and developing new ways of working across a diverse talent pool to optimize work and performance.
- Strategic doer – skilled at building a reputation as a strategic-doer by demonstrating agility and collaboration through the organization to achieve results on cross-functional initiatives.
- Culture influencer – actively demonstrates and makes decisions according to the CACM guiding principles.

Minimum Educational/Professional Requirements:

- Bachelor’s degree is required;
- Experience in a management level position at a Child Advocacy Center is highly preferred;
- Minimum of three years of experience in supervision of employees;
- Ability to oversee multiple projects simultaneously, prioritize responsibilities, and work under deadline;
- Skill in communicating effectively, both in writing and verbally;
- Skill in working with a diversity of people;
- Microsoft Office skills;
- Ability to travel.

Desirable Personal Requirements: Mature, self-motivated, good judgment, flexibility, adaptable to change, positive attitude, innovative thinker, and good problem-solving skills. High professional standards and ethics.

Job Location: Remote work or hybrid work is permissible