



## **Director of Response Services Job Description**

### **Organization Description:**

Since 2005, Pat's Place has served as a multidisciplinary hub, bringing together detectives, child protection workers, medical and mental health providers, and prosecutors to respond collaboratively to child abuse allegations.

Our mission is to protect and heal children, unite key partners, and engage the community to end child abuse.

**Position Title:** Director of Response Services  
**Reports To:** Chief Program Officer

### **Position Description:**

Responsible for the day-to-day supervision and oversight of Response Services programs, specifically: intake/case initiation, forensic interviewing, and family advocacy. The Director of Response Services ("Director") ensures a high level of quality control in all Response Services programming including oversight of NCAtrak database and utilizes agency and OMS databases to evaluate capacity and efficacy of program services. The Director cultivates and maintains strong, collaborative working relationships with community partners to facilitate the coordination of the investigation process. The Director represents Pat's Place in a variety of settings via participation in community forums, agency meetings, and planning groups. The Director will ensure adequate staffing of all Response Services program areas, providing back-up direct service when required. The Director provides administrative consultation to community partners and Response Services staff members afterhours and may share on-call responsibility for cases requiring immediate response. The Director serves on the agency's Leadership Team and the Mecklenburg County MDT Executive Committee.

### **Responsibilities:**

#### Personnel and Program Oversight

- Responsible for the hiring, training and supervision of the family advocacy and forensic interview teams.
- Provide administrative supervision and support to senior professionals in leadership roles.
- Provide consultation and direction to program staff throughout service hours and after-hours; provide consultation and support related to referrals and unexpected client situations; provision of problem-solving related to partner concerns.
- Provide quality assurance related to documentation and provision of forensic and advocacy services.

## Administrative

- Advance the mission of Pat's Place through all communications with MDT members, staff, donors, volunteers, and other community members and contribute to maintaining a positive, productive, and constructive work environment.
- Participate in regular Program Leadership team meetings, regular staff meetings, multidisciplinary (MDT) meetings and other agency and community or statewide meetings as required.
- Maintain and oversee data entry and reporting for Outcome Measurement Systems to local, state, and federal entities.
- Support Chief Program Office with grant reporting and adherence to grant requirements related to response services and community partnerships.

## Case Tracking and Data Management

- Provide oversight to NCAtrak and ensure accuracy of data in Response Services.
- Generate reports for grants, funded contracts, and yearly statistics and at the request of internal and external team members.
- Prepare reports and presentations as requested.

## Direct Service

- Provide family advocacy services or conduct forensic interviews as needed utilizing agency adopted forensic interview protocol.
- Provide crisis intervention

Other duties as assigned.

## Qualifications

- Advanced degree, Master of Social Work or related, preferred.
- Minimum of 5 years of child welfare experience and 2-3 years of supervisory experience required.
- Experience in forensic interviewing using NICHD or NCAC or other nationally accepted forensic interview protocols preferred.
- Knowledge of or familiarity with criminal, social and mental health services, criminal and legal systems of North Carolina preferred.
- Direct experience working with children exposed to trauma and familiarity with the community multidisciplinary team approach to the investigation and prosecution of child abuse cases.
- Demonstrated ability to build collaborative relationships internally and externally and work as part of a team with maturity and professionalism, appreciating different points of view and ability to resolve conflicts in a constructive manner.
- Unimpeachable ethics.
- Ability to remain flexible in an ever-changing work environment.

*Pat's Place is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in its work and staff. Employment decisions at Pat's Place are made without regard to race, color, religion, gender, sex, national origin, disability status, age, sexual orientation, gender identity, veteran status, or any other characteristic protected by applicable state or federal law.*