



**Title:** Program Manager

**Reports to:** Executive Director

**Status:** Full-time

**Site Location:** Canandaigua/Waterloo/Penn Yan, NY

**Background:**

The Child Advocacy Center of the Finger Lakes (CACFL) is funded by the NYS Office of Children and Family Services, NYS Office of Victim Services and other private funding sources to provide a multidisciplinary team approach in responding to reports of sexual and physical child abuse in Ontario, Seneca, and Yates Counties.

**Position Overview:**

The Program Manager role has strong team leadership components. The Program Manager reports to the Executive Director and is accountable for the overall program development of the organization. The Program Manager is responsible for overseeing programming functions relating to forensic Interviews, professional and community education and case coordination.

**Responsibilities:**

- Oversees the multidisciplinary child abuse investigation teams for Ontario, Seneca, and Yates counties.
- Work collaboratively with the District Attorney's office, Law Enforcement agencies, Child Protective Services, Mental Health, Medical Professionals and other community agencies in Ontario, Seneca, and Yates counties.
- Build and maintain partnerships with multidisciplinary team agencies and other community agencies.
- Oversee case coordination and case management.
- Oversee Professional and Community Education
- Oversee committee of the Sexual Exploitation Task Force in Seneca, Yates, and Ontario County
- Update and implement protocols that are necessary for the effective operation of the CACFL Sites and to meet New York State Office of Children and Family Services (NYS OCFS) Program Standards and the National Children's Alliance Accreditation Standards.
- Identify and mobilize community resources to improve the investigation and assessment of child abuse victims.
- Submit quarterly programmatic reports to Executive Director
- Submit quarterly data from case management database.
- Facilitate and Manage Volunteer Base
- Contribute to the effectiveness of program operations through teamwork, including but not limited to fundraising activities.
- Perform all other tasks necessary and assigned for the effective functioning of the Child Advocacy Center of the Finger Lakes
- Ensures confidentiality and privacy is maintained with respect to all communication and records, unless exempted by law.
- Participate in training (minimum of 8 hours/annually) to stay current on best practices and relevant issues (may include travel).



- Provide coverage to CACFL on-call phoneline for MDT members, assist with scheduling and coordination of cases when on-call and assist with coordinating emergency SANE evaluations with Thompson Health.
- 20% direct service; 20% Administrative; 10% Supervision; 30% Management; 10% training; 10% Volunteer Coordination.

**Required Qualifications:**

- Bachelor's degree in health, social service, public administration, business, public health, or another related field
- 5-10 years' experience in human service field
- 4+ years' experience in management
- Excellent communication, presentation and writing skills.

**Knowledge, skills, and abilities:**

- Leadership experience including strong team building skills.
- Ability to bring diverse groups together to work towards the common goal of accomplishing the mission of the CACFL.
- Self-motivated and forward-looking
- Inspiring and honest
- Demonstrated organizational, problem-solving and priority setting skills.
- Ability to plan effectively and carry out the multiple tasks needed to run a successful program.
- Skilled at inspiring and motivating other people to become engaged in the organization's activities.

**CONFIDENTIALITY**

All employees of the Child Advocacy Center of the Finger Lakes are held to highest standards of confidentiality and shall observe and require the observance of applicable County, Federal and State requirements relating to the confidentiality of records and information.

**Other requirements:**

- **In person attendance is an essential function**
- **Valid Driver's license and reliable transportation with current registration, tag and insurance.**
- **Agree to submit to and successfully complete a criminal background check.**

**Please send your letter of interest and chronological resume to: Ashley Davoli, Executive Director, 482 N Main Street Canandaigua, NY 14424 or [Ashley@cacfingerlakes.org](mailto:Ashley@cacfingerlakes.org)**

The Child Advocacy Center of the Finger Lakes, Inc. is an equal opportunity employer who does not discriminate on account of race, gender, sexual orientation, disability, national origin, or religion. All applicants will be considered equally for the position based on qualifications and experience.