

**POSITION TITLE: Director of Member Services**

**JOB SUMMARY:**

The Director of Member Services provides direction and coordination of training and technical assistance activities to supports the needs of Children’s Advocacy Centers throughout Kansas.

**DUTIES AND RESPONSIBILITIES:**

• Provide technical assistance to established and developing Children’s Advocacy Centers

• Coordinate information on funding, membership, programmatic topics and other resources available to help CACs.

• Support CACs in collaborations with partner agencies.

• Work collaboratively with CACs to identify and communicate needs of individual programs and potential role of Chapter in addressing those needs.

• Identifies training needs for CACs and multidisciplinary teams.

• Provides link to national and regional training resources. Coordinates Chapter-sponsored training, meetings and activities.

• Directs the planning, coordination and implementation of all Chapter training events for member centers

• Supports CACs in moving towards full accreditation from National Children’s Alliance.

• Monitors center performance through compilation and analysis of quarterly statistical reports and other required items.

• Assists in promoting the CAC concept to communities through appearances at statewide/regional conferences/seminars.

• Help create a strong sense of unity and cohesiveness among all CACs and MDTs in Kansas.

• Organize, schedule, and attend all chapter meetings/calls. Create agenda for chapter meetings. Distribute minutes of each meeting.

• Other responsibilities as designated by the Executive Director and/or KCCAC Board of Directors.

**REQUIREMENTS:**

• Bachelor’s or Master’s degree with relevant management experience or experience in systems of child abuse investigation, prosecution, and treatment.

• Comprehensive knowledge of Children’s Advocacy Centers, and multidisciplinary teams preferred.

• Experience in providing training and technical assistance in teaming, strategic planning, and organizational development.

• Experience in fundraising, with proven success in grant writing.

• Knowledge of local, state, and federal legislative process.

• Experience in overseeing a regional, state, or membership association is desired.

• Must have valid driver’s license, satisfactory background checks, and willingness to travel.

**PROFESSIONAL SKILLS:**

 Excellent interpersonal skills and ability to work effectively with different constituencies

 Excellent written and verbal communication skills and a collaborative management approach.

 Strong organizational leadership skills and ability to manage multiple projects simultaneously

 Self-starter with ability to work independently as well as in a team

 Cross cultural competence and sensitivity

 Computer literacy