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| Job Title | Program Manager and Improvement Advisor for Parent-Child Interaction Therapy (PCIT) and Child-Adult Relationship Enhancement (CARE) |
| CCFH Program | North Carolina Child Treatment Program (NC CTP) |
| Location | Currently 3 days remote and 2 days in-office, subject to change as conditions evolve |
| Position Type | Full-Time |
| Deadline to Apply | June 1, 2022 |

JOB DESCRIPTION

Organizational Summary:

Established in 1996, the Center for Child and Family Health (CCFH) is a community-based nonprofit organization. CCFH’s mission is to define, practice, and teach the highest standards of care in treating and preventing childhood trauma, serving more than 2,500 children and families each year. CCFH training faculty are committed to developing and sustaining a child trauma mental health workforce across North Carolina and the country, leveraging state and federal programs to support clinical training, consultation, and technical assistance. CCFH faculty hail from Duke University, the University of North Carolina at Chapel Hill, and North Carolina Central University. They include clinicians, researchers, nationally-endorsed trainers in evidenced-based treatments (EBTs), and clinical and implementation experts. CCFH is located in Durham, North Carolina, and is a Category III site in the National Child Traumatic Stress Network (Substance Abuse and Mental Health Services Administration, U.S. DHHS).

The North Carolina Child Treatment Program (NC CTP) is a collaborative initiative within CCFH. NC CTP has been in operation since 2006, serving as a statewide platform for the implementation and support of child trauma mental health EBTs. In 2013, the North Carolina General Assembly awarded NC CTP an annually-recurring appropriation, administered by the NC Division of Mental Health/Developmental Disabilities/Substance Abuse Services (NC DMH/DD/SAS), to support an array of child trauma mental health EBTs across North Carolina. Currently, NC CTP disseminates six child trauma mental health EBTs across North Carolina.

PCIT & CARE Program Manager Responsibilities:

- Oversee the day-to-day management of learning collaborative activities.
- Develop and maintain a project management system (e.g., schedules, task lists, tracking trainee completion of training requirements).
- Plan and coordinate virtual and off-site training sessions (e.g., communicating with collaborative leadership team and participants, setting up and managing Zoom training sessions, coordinating with Program Coordinator to organize training facilities and caterers, managing training material development and updates, ordering, printing and disseminating training materials, and managing training supplies).
- Oversee the application process for learning collaboratives, including development of marketing materials, release of new applications, answering clinician inquiries, collecting applications and verifying completeness, compiling and disseminating applications for faculty and staff review, aggregating application review data, and notification of acceptance.
- Manage enrollment process, including tracking trainee and agency completion of training agreements and BAA’s, checking licensure status, initiating tuition invoice creation, and tracking tuition payments.
- Coordinate and manage scheduling and communications for collaborative conference calls.
- Track extended consultation for learning collaborative participants and coordinate with finance for invoicing of consultation hours.
- Assist with the development of meeting agendas.
- Provide trainee and graduate details to Program Coordinator for maintenance of clinician roster.

- Coordinate ordering of materials and supplies, and vendor payments with Program Coordinator and Strategy and Operations Manager.

PCIT & CARE Improvement Advisor responsibilities:

- Manage continuous quality improvement (CQI) process including:
 - Managing trainee data (e.g., setting up data systems, tracking and compiling weekly trainee data for team review and discussion).
 - Overseeing weekly team review and discussion of agency and trainee performance.
 - Communicating trainee performance with agencies via weekly CQI e-mails.
 - Compiling and disseminating agency performance reports (metrics).
- Develop, administer, collect, and analyze results of learning session evaluation tools (e.g., Qualtrics).
- Present training data at learning sessions and program meetings.
- Provide trainee and agency data to Associate Clinical Training Director for preparation of reports to funders.
- Provide assistance to clinical trainees in meeting training requirements, as needed.
- Participate in program-specific research activities (e.g. IRB maintenance, data collection, data analysis).

Additional responsibilities:

- Assist with the development and management of online training and treatment platforms, as applicable (e.g., NC POP, EBT POP, Qualtrics, Sharefile).
- Participate in special projects and other duties as needed to support program deliverables across models and teams (e.g., grant-writing, advanced training conference management, white paper development).
- Participate in CCFH wide meetings, committees, and work-groups, as needed to support Center priorities.
- Routine travel within 50 miles; occasional overnight travel to support statewide program dissemination.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Education/Training: Bachelor’s degree required, with a Master’s degree preferred.

Experience: Project management; training support; data management in support of program monitoring and evaluation activities; and event management.

Skills: Project management; data management to support program monitoring and evaluation; excellent written and verbal communication, excellent customer service skills, and use of Microsoft Office suite (Word, PowerPoint, and Excel required; Access preferred).

Physical Requirements: none

Salary: \$45,000-\$49,000 depending on education and experience.

CCFH is committed to building a culturally diverse team. We strongly encourage candidates of color to apply.

APPLICATION INFORMATION

Please email a letter of interest and resume to Kelly Knapp at Kelly.Knapp@duke.edu by June 1, 2022.