

DIRECTOR OF THE COMMUNITY ADVOCACY RESPONSE TEAM (C.A.R.T.)

DISTINGUISHING FEATURES OF THE CLASS: The Director of the Community Advocacy Response Team (C.A.R.T.) holds a leadership position responsible for strategizing and directing social service programs within the organization. This role requires a strong blend of managerial skills, in-depth knowledge of social work practices, and a compassionate approach to service delivery. The Director of the Community Advocacy Response Team (C.A.R.T.) works closely with staff, community partners, and clients to develop programs that meet the diverse needs of the community they serve.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develop and implement programs and policies to enhance the Community Advocacy Response Team;
- Supervise and mentor staff;
- Coordinate with other agencies and organizations to provide comprehensive services;
- Assess community needs and develop programs to meet those needs;
- Manage budgets and allocate resources effectively;
- Ensure compliance with all relevant laws, regulations, and policies;
- Evaluate the effectiveness of programs and adjust as necessary;
- Provide oversight of direct services to clients in complex cases;
- Prepare and present reports to senior management and stakeholders;
- Conduct staff training and professional development activities;
- Provide oversight of problem solving to address and resolve client complaints and issues;
- Facilitate community outreach and education initiatives;
- Engage in fundraising and grant writing activities to support program funding;
- Maintain accurate and confidential client records;
- Advocate for social justice and policy changes at local, state, and national levels;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of the Albany Police Department and its mission;
- Knowledge of community resources and referral agencies and their functions;
- Knowledge of basic intervention methods and techniques;
- Ability to develop goals and action plans and deliver said in an efficient way;
- Ability to understand and interpret complex written material;
- Ability to communicate effectively with others orally and in writing;
- Ability to relate to and communicate with diverse populations and groups using social perceptiveness and empathy;
- Ability to distinguish between legal and referral advice;
- Ability to maintain confidentiality and exercise discretion and judgment in dealing with sensitive issues;
- Ability to assess clients' interactions between peers, family, and community members;
- Ability to work in partnership with law enforcement;
- Ability to report, document and deliver anticipated services according to community protocols and procedures;
- Working knowledge of the criminal justice process;

- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in Counseling, Human Services, Sociology or Social Work, or closely related field and four (4) years' experience in case management, crisis intervention, or direct service to vulnerable population, including two (2) year of supervisory experience; OR
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in Counseling, Human Services, Sociology or Social Work, or closely related field and six (6) years' experience in case management, crisis intervention, or direct service to vulnerable population, including three (3) years of supervisory experience; OR
- C. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Counseling, Human Services, Sociology or Social Work or closely related field and eight (8) years' experience in case management, crisis intervention, or direct service to vulnerable population, including four (4) years of supervisory experience; OR
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL NOTES:

- Possession of a valid NYS Driver's License is required at the time of appointment and for the duration of employment;
- Position may be required to work various shifts including Saturdays, Sundays and holidays;
- Work may be conducted in various settings, including client homes, community centers, and police facilities.