

Kids' Space Muskogee County Child Advocacy Center

Muskogee County Child Advocacy Center is a community resource to provide support and aid for child victims and their non-offending family members. An accredited member of the National Children's Alliance, Muskogee Co. CAC is a 501(c)3 registered non-profit organization. Partnered with Muskogee Co. Multidisciplinary Child Protection teams (MDTs), CAC's use a multidisciplinary approach to help provide coordination for local agencies and care providers whenever there has been allegations of child abuse or neglect.

Title: Client Service Lead/Forensic Interviewer (full-time, salaried, exempt)

Position Summary: The Client Service Lead/Forensic Interviewer serves as a key role of Kids' Space leadership serving as the primary forensic interviewer and provides day-to-day operational oversight and workflow coordination for direct service staff under the supervision of the Executive Director. This role ensures timely acceptance and scheduling of services, maintains compliance with National Children's Alliance (NCA) standards, and supports a coordinated, trauma-informed response through the Multidisciplinary Team (MDT). Final authority regarding personnel decisions, performance management, disciplinary action, and organizational operations remains with the Executive Director.

Requirements:

- Bachelor's Degree or equivalent combination of education and experience required
- Minimum three years' experience working with child abuse victims or related populations
- Minimum of three years' experience supervising at least one direct report preferred
- Must pass background check and maintain a valid driver's license
- Demonstrated written and verbal communication skills, including proficiency with standard office technology, digital platforms, and basic computer applications required to perform essential job functions.
- Available to work occasional evenings, weekends, and attend training sessions

Essential Duties:

- Oversee daily scheduling, coordination, and acceptance of CAC services.
- Utilize independent judgment and decision-making authority in coordinating service operations, prioritizing service requests, supporting staffing functions, and addressing emergent client needs.
- Oversee service coordination and monitor program operations to promote compliance with NCA standards, accessibility of services, and quality client care.
- Monitor and evaluate needs assessments, referrals, and follow-up services to ensure adherence to program standards and timely service delivery.
- Maintain accurate service data, documentation, and reporting requirements.
- Support adherence to grant, accreditation, and regulatory requirements.

- Lead and coordinate service staff activities, offering mentorship, guidance, and workflow oversight in collaboration with the Executive Director.
- Support personnel processes including hiring, onboarding, and staff development while assisting leadership in operational planning and workflow coordination.
- Model consistent, clear communication, personal accountability, and professional conduct in support of a collaborative and respectful work environment that promotes high-quality, trauma-informed care.
- Interview children alleging sexual abuse using forensic interviewing techniques in accordance with the Interviewing Protocol and present synopsis to the MDT.
- Serve as back up MDT Coordinator.
- Strong communication skills and ability to maintain collaborative relationships while navigating sensitive situations and occasional conflict that may arise during multidisciplinary case coordination.
- Facilitate pre/post interview multidisciplinary case staffing.
- Respond to subpoenas and testify when requested.
- Ensure necessary parties (i.e. law enforcement, child welfare, DA's Office) receive copies of evidence and interviews in a timely manner upon request.
- Attend and participate in multidisciplinary team meetings (MDT) and emergency case staffing meetings.
- Use good judgment and safeguard the confidentiality of all client information with the highest level of professionalism, discretion, and sensitivity.
- Participate in supervision, professional development and on-going training activities including:
 - Stay informed of current research surrounding child abuse issues via conferences, workshops, and research literature.
 - Participate in the presentation of training programs and workshops for MDT partners.
 - Attend yearly continuing education courses as required by certification or accreditation standards.
- Perform other duties as assigned to support program operations.

Salary based on experience and certifications. Benefits include retirement plan, health, dental, and vision insurance, paid time off, and flexible scheduling.

Training for the role of Forensic Interviewer will be provided for unqualified candidates who meet the remaining requirements.