

# ACRC Position Description

Title: Member Support Specialist  
Position Classification: Exempt  
Reporting to: Executive Director  
Direct Reports: None

**Position Purpose:** The role of the Member Support Specialist, under the supervision of the Executive Director, is to work cooperatively with ACRC Board and Association Members to achieve the mission of ACRC.

## **Responsibilities:**

- Capture and understand the work our members do collectively and individually, develop insights into the challenges they face and how ACRC can best support them.
- Under the direction of the ACRC executive director, coordinate all incoming and outgoing knowledge, including position papers, webinars, newsletter content, and contributions from members and the field at large
- Support ACRC communication to members, potential members, parents, media, board members and stakeholders through telephone, email and written communication.
- Actively seek content from the field on best practices, emerging trends, hot topics, research projects, and public policy and advocacy issues.
- Interact with members of the ACRC board and committees. Bring content to and from committees to better their knowledge and that of the membership.
- Collaborate on identifying topics and presenters for webinars, annual conference, and regional trainings based on hot topics, emerging trends, and clinical excellence.
- Update ACRC website with current and relevant content/links/information for website visitors
- During annual conference lead up and onsite, work with Training Coordinator to execute annual conference
- Other duties as assigned.

## **Skills/Knowledge:**

### **Administrative Skills:**

Works efficiently – allocates own time efficiently; handles multiple demands and competing priorities; efficiently processes paperwork; manages meetings effectively.

Computer proficiency – ability to utilize a system network and basic Microsoft programs

Ability to work independently - plans and manages for successful execution of all projects and assignments.

**Communication Skills:**

Speaks effectively – speaks clearly and expresses self well in groups and in one-to-one conversations. Understands and is able to convey ACRC’s mission and vision as well as member benefits

Listens to others – actively attends to and conveys understanding of the comments and questions of others; listens well in a group. Is available and welcoming to those approaching ACRC for information.

Prepares written communications – conveys information clearly and effectively through both formal and informal documents; reviews and edits written work constructively.

**Interpersonal Skills:**

Builds relationships – relates to people in an open, friendly, accepting manner; shows sincere interest in others and their concerns; initiates and develops relationships with others as a key priority.

Displays organizational savvy – develops effective give-and-take relationships with others; recognizes and effectively balances the interests and needs of one’s own group with those of the broader organization.

Value Diversity – shows and fosters respect and appreciation for each person whatever that person’s background, race, age, gender, disability, values, lifestyle, perspectives, or interests. Seeks to understand the worldview of others; sees differences in people as opportunities for learning about and approaching things differently.

**Motivation Skills:**

Drives for results – drives for results and success; conveys a sense of urgency and drives issues to closure; persists despite obstacles and opposition.

Shows work commitment – sets high standards of performance, pursues aggressive goals and works hard to achieve them.

**Organizational Knowledge Skills:**

Know the business – Shows understanding of issues relevant to the broad organization and business. Keeps that knowledge up-to-date; has and uses cross-functional knowledge.

**Organizational Strategy Skills:**

Commits to quality – emphasizes the need to deliver quality products and/or services; sets high standards for quality and evaluates output against those standards; manages quality.

Focuses on customer needs – anticipates customer needs, takes action to meet customer needs; continually searches for ways to increase customer satisfaction.

**Qualifications:**

**Education:** Bachelors degree preferred

**Job-related Experience:** 5+ years working in the field of child welfare, preferably in residential treatment, resulting in content knowledge to support this position is preferred.

**Travel Expectations:** 5-10 trips out of town/state travel required annually.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus. Able to work long hours with little breaks and stand for long periods of time a few days a year.

Please send cover letter and resume to: Kari Sisson [ksisson@togetherthevoice.org](mailto:ksisson@togetherthevoice.org)

**ACRC's Mission:** *Providing a powerful voice for residential interventions through relationships, leadership, advocacy, and the promotion of innovative treatment and best practices.*