



Children's Advocacy Center of Franklin County & North Quabbin *Help, Hope, and Healing*

56 Wisdom Way, Greenfield, MA 01301; Phone: 413-475-3401

Position:	Director of Clinical Services
Employment:	Full-time, Exempt (40 hours/week)
Reports to:	Executive Director
Salary Range:	\$90,000 to \$100,000 annually
Location:	Mandatory, in-person position in Greenfield, Massachusetts, with weekly travel to the Orange, MA, office
Date Posted:	March 11, 2026
Application Due:	Via email received no later than Tuesday, March 31, 2026, though applicants are encouraged to apply early and may be hired before the application closing date
To Apply:	Please send a cover letter and resume to Carol Conragan, Executive Director, at Cconragan@cacfranklinnq.org

The Children's Advocacy Center of Franklin County and North Quabbin (CACFNQ)

The CACFNQ is an equal opportunity employer whose mission is to provide children and families in need with healing and compassionate care—through trauma-informed therapy—to help children achieve their full potential and to unite the community in disrupting the cycles of child abuse and the commercial sexual exploitation of children (CSEC) through prevention, education, and outreach efforts.

Accredited by the National Children's Alliance, the CACFNQ works with a Multidisciplinary Team (MDT) that includes the Northwestern District Attorney's Office, the Department of Children and Families Greenfield Area Office, the Department of Public Health Pediatric Sexual Assault Nurse Examiner (Pediatric SANE), and municipal, state and federal law enforcement agencies to provide a team response to reports of child sexual abuse, serious physical abuse, commercial sexual exploitation, and trafficking.

Position Summary

- The Director of Clinical Services plays a critical role in developing a comprehensive, evidence-based, trauma-informed mental health program at the CACFNQ. The director will

help to establish and develop our onsite mental health program at our Greenfield and Orange offices, while also providing individual, family, and group treatment to children and teens who have been victims of serious physical or sexual abuse. Training in evidence-based modalities is provided through the CACFNQ. The selected candidate must possess a valid driver's license and reliable transportation.

Responsibilities

- Provide in person and tele-health individual and group, evidence-based, mental health treatment to child victims of serious physical abuse and child sexual abuse while also offering advocacy and support to the non-offending family members
- Perform trauma-informed intake assessments
- Create and follow comprehensive treatment plans for every client
- Assist in mental health program development and evaluation
- Complete and maintain complete, accurate, and timely clinical assessment reports and records of patient visits and interactions, with specific treatment/safety recommendations
- Consult and collaborate with other professionals that provide services to children and their families and participate in MDT meetings, training, and other required meetings
- Consult with the MDT on cases as needed
- Assist in providing outreach to schools and the community about the elements of child abuse and the role that the CACFNQ plays in helping children who have been victimized
- Conduct quality records review and quality improvement activities for clinical services
- Collaborate with the CACFNQ billing provider to manage prior authorizations, insurance verification, billing, and claims management
- Collaborate with and support other CACFNQ team members and outside partners
- Supervise mental health staff/interns as needed
- Function as a Mandated Reporter as required in the State of Massachusetts
- Assist in referrals to ongoing, longer-term therapeutic services or other services based on the child's and family's needs
- Ensure provision of evidence-based therapy and trauma-informed practices as part of program activities and maintains training and proficiency in these practices
- Utilize outcome tools to determine patient progress
- Coordinate patient care with primary care, other specialty providers, schools, and families.
- Ensure the protection of patients' rights and provide clients with appropriate interventions based on their ability to participate, on cultural concerns, and on diagnostic impressions
- Contribute to and support the mission, vision, goals, and objectives of the CACFNQ
- Other duties as requested or assigned

Required Qualifications

- Relevant Clinical Master's degree required (e.g., Counseling, Social Work, etc.).
- Must possess and maintain an independent, unrestricted clinical licensure in social work, psychology, or counseling in Massachusetts (e.g., LICSW, LMHC).
- A minimum of ten years of experience in mental health services
- Demonstrated experience providing therapy children, adolescents, and families, including experience navigating children's systems and supports within the community, with five years in the field of childhood trauma preferred
- Demonstrated knowledge using electronic health records (EHR)
- Experience conducting clinical assessments
 - Child and Adolescent Needs and Strengths (CANS) Comprehensive Assessment preferred
- Must have clinical experience with children, adolescents, and families and familiarity with trauma-informed models of treatment in an outpatient setting (e.g., TF-CBT, PSB-CBT, etc.)
- Must maintain licensure and all training appropriate to the field
- Demonstrated experience with Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-V)
- Experience providing tele-health sessions
- Strong communication, listening, and documentation skills

Preferred Qualifications

- Knowledge of child and youth physical and sexual abuse and commercial sexual exploitation trafficking dynamics
- Experience working with multidisciplinary teams, education and training, and systems advocacy
- Experience working with people from diverse backgrounds
- Exemplary interpersonal skills with children, teens, caregivers, and colleagues
- Strong organizational management skills
- Demonstrated positive experience working in a team environment

Benefits:

- Employer-supplemented health, dental, and vision insurance
- Paid vacation days, holidays, and sick time