



Program Coordinator, Member Relations and Services

The Opportunity

When a child in Alabama needs help, the response should not depend on their ZIP code. Every child deserves access to effective, consistent, and coordinated services delivered by professionals prepared to support them.

The Alabama Network of Children's Advocacy Centers (ANCAC) works to make that possible. Our mission is to ensure Children's Advocacy Centers (CACs) provide effective, standardized, and coordinated services for Alabama's children. We are searching for a Program Coordinator, Member Relations and Services to help strengthen Alabama's statewide network of CACs. This role will serve as a trusted connection between ANCAC and its member centers, supporting membership engagement, services, and compliance support while advancing our commitment to Every County, Every Child.

About ANCAC

ANCAC is the statewide membership organization supporting Alabama's CACs as they provide child-focused services in response to allegations of child abuse. ANCAC strengthens the statewide CAC movement through membership standards, training, technical assistance, peer connection, advocacy, and collaboration. Our goal is simple: Every County, Every Child. ANCAC is funded through the Alabama legislature.

More about the role

The Program Coordinator, Member Relations and Services, combines relationship-building with strong project management and careful attention to detail. The role is entrusted to identify systems and supports for member centers, improve communication, and strengthen ANCAC's ability to respond to member needs. The ideal candidate is organized, approachable, service-minded, and comfortable balancing ongoing relationships with detailed documentation and follow-through.

On a day-to-day basis, you might:

- Welcome a new CAC director, orient them to ANCAC membership benefits and requirements, and connect them with relevant resources and peer support.
- Collaborate with outsourced site visit consultant to facilitate member center site visits and to stay apprised of member needs.
- Facilitate Elevate, the New Director forum.
- Lead bi-monthly Peer Review groups for Forensic Interviewers around the state.
- Respond to a member center's questions and coordinate technical assistance with the appropriate staff member.
- Manage member records, contacts, dues information, service requests, and participation data in ANCAC's membership database.
- Coordinate a peer forum, new director meeting, webinar, training, or statewide membership meeting, including registration, communication, materials, logistics, and evaluation.

- Gather member feedback through surveys and conversations, identify common needs, and help the ANCAC team shape responsive services.
- Prepare membership updates, reports, and communications that help staff and leadership understand member engagement and emerging needs.
- Collaborate with ANCAC staff on statewide initiatives and represent the organization with professionalism at meetings and events.

Core Responsibilities:

Member Relations and Engagement

- Serve as a primary point of contact for member CACs and build trusted, responsive relationships with CAC leaders and staff.
- Coordinate onboarding and orientation for new member centers, new executive directors, and other key CAC personnel.
- Communicate membership benefits, expectations, deadlines, opportunities, and organizational updates in a clear and timely manner.
- Facilitate opportunities for peer connection, including discipline-specific forums, leadership groups, and other member communities.
- Collect and synthesize member feedback, identify trends and service gaps, and share recommendations with ANCAC leadership.

Membership Standards and Compliance

- Coordinate ANCAC's membership site visit process with outsourced consultant.
- Maintain current knowledge of ANCAC membership standards, policies, procedures, and related national accreditation expectations.
- Provide or coordinate technical assistance that helps member centers understand and meet membership standards.
- Track membership status, required documentation, review cycles, findings, corrective action plans, and completion deadlines.
- Review submitted policies, protocols, audits, and other membership materials for completeness and alignment with applicable ANCAC requirements.
- Maintain organized, accurate, and confidential records related to membership and Standards compliance.

Member Services, Programs, and Events

- Coordinate logistics for membership meetings, trainings, webinars, conferences, peer forums, and special projects.
- Develop timelines, registrations, agendas, participant communications, materials, evaluations, and follow-up documentation.
- Collaborate with staff, presenters, venues, vendors, and member centers to ensure high-quality program delivery.
- Support ANCAC-sponsored events and shared strategic initiatives, including occasional evening or weekend duties.
- Coordinate meeting records and minutes when assigned and assist with preparation for board and membership meetings.

Membership Systems, Data, and Administration

- Manage and maintain ANCAC's membership and service database, including center profiles, contacts, membership levels, participation, and service records.
- Collect membership information such as surveys, dues, annual data, protocols, and required documentation.
- Create reports that help ANCAC monitor membership engagement, Standards progress, service delivery, and statewide needs.
- Develop and improve workflows, templates, tracking tools, and communication systems that strengthen efficiency and member experience.
- Prepare correspondence and maintain organized electronic and hard-copy records in accordance with ANCAC policy.
- Perform other duties and special projects assigned by the State Executive Director.

Skills and Experience we are looking for:

Ideally, candidates will bring some or all of the following:

- Bachelor's degree in social work, nonprofit administration, business, public administration, communications, or related field, or equivalent relevant experience.
- At least three years of professional experience in membership services, nonprofit programs, project coordination, quality assurance, compliance, accreditation, or related fields.
- Experience with Children's Advocacy Centers, multidisciplinary teams, child abuse response, or a statewide membership organization is strongly preferred.
- Excellent written and verbal communication skills, with the ability to explain detailed requirements clearly and respectfully.
- Exceptional interpersonal and customer service skills, including courtesy, professionalism, diplomacy, and a collaborative approach.
- Strong project management and organizational skills, with the ability to manage multiple timelines, records, events, and follow-up activities.
- High attention to detail and demonstrated ability to review documentation for completeness and alignment with established standards.
- Sound judgment, discretion, and commitment to protecting confidential, proprietary, and sensitive information.
- Ability to identify problems, develop practical solutions, take initiative, and work effectively both independently and as part of a team.
- Proficiency with Microsoft 365, including Word, Excel, PowerPoint, Outlook, and Teams, as well as electronic databases or customer relationship management systems.
- Ability to work effectively with CAC staff, boards, multidisciplinary partners, vendors, consultants, and other stakeholders
- Ability to pass required state and federal background screening.

What we value as an organization

ANCAC values service, integrity, collaboration, accountability, responsiveness, and continuous improvement. We believe the way we support one another shapes the quality of support we provide to member centers. We are looking for a

team member who contributes to a positive organizational climate, communicates with care, follows through on commitments, and approaches member compliance as a partnership focused on quality and growth.

Work environment and travel

- This is a hybrid position, with approximately 25% of work performed in ANCAC's Montgomery office, up to 50% performed remotely, and approximately 25% involving travel.
- Primary work hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Longer hours and occasional evening or weekend work may be required.
- Travel is primarily within Alabama and during the business day, although out-of-area travel and overnight stays are expected for conferences and other events.
- The employee must be able to travel independently and maintain a valid driver's license and reliable transportation.

Physical requirements

The physical demands described here are representative of those required to perform the essential functions of the position. The role may involve standing, walking, reaching, grasping, kneeling, stooping, repetitive motion, and occasional lifting or moving of materials. The employee must be able to exert up to 25 pounds of force occasionally and up to 10 pounds frequently and must have the visual acuity needed for computer work, document review, data preparation, and extensive reading. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation and Benefits

Salary will be commensurate with experience, education, qualifications, and demonstrated skills. Range of \$55-\$65K. ANCAC offers a competitive benefits package that includes health insurance, access to supplementary insurance policies, an employer-supported retirement plan, paid time off, and opportunities for professional learning and development. Specific plan details will be shared with qualified applicants.

How to apply

Please submit a resume and cover letter to lynn@alabamacacs.org. The deadline for submission is Monday, Oct. 5th. Applications will be reviewed until the position is filled.

Additional information

This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time with or without notice. ANCAC is an equal opportunity employer.