

THE KOREAN AMERICAN FAMILY SERVICE CENTER

Position Description

DIRECTOR OF CLINICAL SERVICES

Status: Exempt Full-time

Reports to: Executive Director

Supervises: 4 Counselors

The Korean American Family Service Center (KAFSC) is a leading not-for-profit organization assisting women, children, and families in the New York tri-state area to recognize and eliminate relationship violence and abuse. Our counseling, education, advocacy and support services help individuals empower themselves to build safe and healthy relationships based on mutual respect, compassion and dignity. Each year, over 2,500 individuals benefit from one or more services that we provide. All our services are culturally sensitive, linguistically appropriate, and free. KAFSC has a dynamic team of 55 staff (20 full-time and 35 part-time) and an annual operating budget of nearly 2 million dollars [www.kafsc.org].

KAFSC seeks a full-time Director of Clinical Services that oversees all clinical services and manage clinical staff and interns. As a part of leadership team, Director of Clinical Services reports directly to the Executive Director.

KEY RESPONSIBILITIES

Direct Service, Counseling & Advocacy (50%)

- Manage incoming Hotline calls and distribute cases to its clinical team members appropriately
- Ensure that all families and individuals have a safety plan and a full family assessment
- Provide crisis intervention and therapeutic counseling for individuals and families affected by domestic violence via hotline and/or in person
- Identify strengths and needs of individuals and families and establish individualized plan for each client and manage a consistent caseload of 30-40 on average
- Coordinate WISH support groups
- Provide comprehensive quality advocacy and case management services
- Provide assistance in seeking housing, employment, child care, financial assistance, and other services

- Make appropriate referrals (police, court, shelter, hospital, PA office, etc.) and provide advocacy/interpretation/transportation
- Maintain a working knowledge of New York domestic violence service partners
- Foster and maintain constructive working relationships with law enforcement, legal service agencies, courts, NYC Family Justice Centers, ACS, and other community organizations
- Ensure professional relationships with clients to create an atmosphere of empathy, safety, & support
- Serves as a backup counselor for the 24-hr Hotline as needed

Program Management & Staff Supervision (25%)

- Oversee all hotline and clinical services and monitor successful implementation of service goals and objectives and calibrate program strategy.
- Ensure compliance with federal, state, and city contracts and other funding source requirements; participate in site visits and audit process as scheduled
- Supervise its clinical team of four counselors and social workers, providing guidance and regular supervision and managing case conferences
- Create and coordinate professional development opportunities to strengthen staff's skills and capacity to better serve clients
- Support hiring process including interviews and coordinate staff performance evaluations for the clinical team staff members
- Recruit, screen, and assign clinical interns to staff and delegate appropriate tasks as needed
- Administrative Supervision: oversee quality of case records including hotline records, intake forms, progress notes, psychological assessment, evaluations, case terminations, and other documents related to program activities
- Research & Development: Keep abreast of programmatic trends and community needs and propose changes in current activities or develop new program concepts

Community Outreach/Education & Training (15%)

- Work with the staff, create opportunities to reach out the targeted population through a wide range of community outreach activities
- Provide clinical training to volunteers at our 24-hr Domestic Violence Training twice a year
- Conduct workshops, such as parenting skills related to KAFSC's work as needed
- Write articles in the newspapers/magazines or/and participate in the radio/TV shows
- Organize and participate in agency-wide outreach activities
 - Work with Executive Director and Development Staff to prepare grant proposals

Administration & Fundraising (10%)

- Ensure that all client records and documentation are complete, accurate and up-to-date
- Prepare documents, reports, and statistics for all appropriate, program-related activities
- Develop and update internal policies, procedures, and protocols for the clinical services
- Actively participate in monthly leadership collaborative meetings, annual board/staff retreat, and other meetings as appropriate
- Actively participate in agency-wide fundraising activities including Annual Gala
- Actively participate in bi-weekly staff team meetings
- Perform other duties assigned by Executive Director as needed

QUALIFICATIONS

- Master's degree in Social Work, Counseling, Criminal Justice, Mental Health or related field.
- LCSW or LMSW preferred.
- At least 3 years of management or supervisory experience
- In-depth knowledge of the dynamics of family violence or sexual assault or/and experience working with individuals who have experienced trauma

- Oral and written fluency in English and Korean
 - Program development experience, a plus
 - Strong commitment to the Asian American Community and KAFSC's mission
- Sound judgment and a strong sense of social justice and activism
- Maturity, collaborative attitude, positive attitude and sense of empathy towards victims
- Strong dedication to furthering victims' rights
- Computer competency in Microsoft Office Suite and internet research

COMPENSATION

Competitive salary plus excellent benefits including health insurance, vision/dental insurance, paid vacation/sick leave/personal days, paid holidays, pre-tax transit check and more.

Location: Flushing, New York

HOW TO APPLY

Send resume, cover letter and 3-5 page writing sample to Acting Executive Director, Jeehae Fischer at jeehae@kafsc.org. No phone calls please.

KAFSC is an Equal Opportunity Employer.