



**THE KOREAN AMERICAN FAMILY SERVICE CENTER**  
**Position Description**

**DIRECTOR OF CLINICAL SERVICES**

Position: Director of Clinical Services  
Reports to: Executive Director

Status: Exempt Full-time  
Supervisees: 5 Counselors

The Korean American Family Service Center (KAFSC) is a leading nonprofit organization assisting and counseling women, children, and families in the New York tri-state area who are victims of domestic violence. Our counseling, education, advocacy and support services help to build safe and healthy relationships based on mutual respect, compassion and dignity. KAFSC serves over 3,000 individuals per year from one or more services that we provide. All our services are culturally sensitive, linguistically appropriate, and free\*. KAFSC has a dynamic team of 64 staff (19 full-time and 45 part-time) and an annual operating budget of over 2 million dollars [[www.kafsc.org](http://www.kafsc.org)].

KAFSC seeks a full-time Director of Clinical Services that oversees all clinical services and manages counseling 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 (40%)**

- Manage incoming Hotline calls and distribute cases to team members appropriately
- Serve as point of contact for emergency calls during off-work hours and serves as a backup counselor for the hotline as needed
- 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 clients and establish individualized plans for each client
- Manage a consistent caseload of 15-20 on average
- Ensure professional relationships with clients to create an environment of safety, empathy, and support
- 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 relevant support services
- 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, Human Trafficking Intervention courts, ACS, and other community organizations

**Program Management & Staff Supervision (35%)**

- 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 counseling team members of five counselors and social workers, providing guidance and regular supervision and managing case conferences
- Oversee programs under Counseling Department (Youth Programs, Self-Sufficiency, and Transitional Housing)



- Supervise facilitation of support groups and parenting groups
- 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, Advocacy, & Education (15%)**

- Collaborate with coworkers to create opportunities to reach out to 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 preferred
- 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 [hr@kafsc.org](mailto:hr@kafsc.org). No phone calls please.

KAFSC is an Equal Opportunity Employer.