

## Director of Client Services

### Definition:

Under direction, to develop, coordinate and administer a client assistance and referral program at the Family Justice Center for victims of domestic violence and their families.

### Examples of Duties:

- Oversees the day to day delivery of service to clients at the Family Justice Center;
- Recommends and implements new methods of service delivery;
- Provides expert testimony in criminal domestic violence cases;
- Trains, supervises, and evaluates all student and clinical interns;
- Develops, institutionalizes and manages a comprehensive clinical program;
- Develops policies and procedures and ensures conformance of programs with established standards;
- Evaluates program effectiveness;
- Conducts evaluations on clients and performs risk assessments, safety planning, and comprehensive needs assessments;
- Develops a individualized case plan for all clients and provides the appropriate referrals to community partners;
- Provides crisis intervention as needed;
- Acts as a liaison with community partners;
- Maintains confidential client records;
- Represents the Family Justice Center in community forums;
- Provides outreach, education and presentations to the community; and
- Trains new staff and volunteers at the Family Justice Center Academy