

Job Description

DIRECTOR, FAMILY JUSTICE CENTER

JOB SUMMARY

The Family Justice Center Director provides strategic leadership and operational oversight for the Family Justice Center (FJC), ensuring the delivery of coordinated, trauma-informed, and survivor-centered services for individuals impacted by domestic violence. The Director leads a multidisciplinary, co-located partnership of community agencies, fostering collaboration, accountability, and innovation to improve survivor safety, access to justice, and long-term healing. This position is responsible for program administration, staff leadership, grant and contract compliance, budget oversight, community partnerships, and strategic planning while promoting best practices within the Family Justice Center model. Guided by Willow Domestic Violence Center's values, the Director cultivates strong relationships with partner agencies, enhances coordinated community responses, and ensures the Family Justice Center remains a welcoming, accessible, and family-centered environment where survivors can access comprehensive services in one location.

ESSENTIAL DUTIES AND RESPONSIBILITIES

STRATEGIC PLANNING & EXECUTION

- Provide strategic leadership and operational oversight for the Family Justice Center (FJC), ensuring alignment with Willow Domestic Violence Center's mission, vision, strategic priorities, and values.
- Develop, implement, and evaluate short- and long-term strategic plans, program goals, measurable outcomes, and continuous improvement initiatives for FJC services.
- Lead the planning and execution of initiatives that strengthen coordinated community responses to domestic violence.
- Ensure all FJC activities, programs, and services are delivered using trauma-informed, evidence-based, and survivor-centered practices.
- Evaluate program effectiveness, identify emerging needs, and implement innovative solutions to enhance survivor access, safety, and service outcomes.
- Oversee service delivery models for the Mobile Advocacy Deaf IGNITE, Counseling, and Family Justice Center Programs, ensuring consistency, quality, and accessibility of services.

ORGANIZATIONAL TRANSFORMATION

- Identify opportunities to improve workflows, increase collaboration, eliminate duplication of services, and strengthen accessibility for survivors.
- Develop and implement policies, procedures, and operational practices that support a coordinated, multidisciplinary approach to survivor services.
- Respond effectively to crises, emergencies, and complex organizational situations while maintaining stability and continuity of services.

PROFIT & LOSS MANAGEMENT & BUDGETING

- Alongside Director of Grants oversee grant development, implementation, compliance, reporting, and performance outcomes to support sustainable programming.
- Monitor program expenditures, staffing resources, and operational needs to ensure effective use of funding.
- Ensure compliance with all contractual requirements, funding guidelines, agency policies, licensing standards, and applicable regulations.

CROSS-FUNCTIONAL TEAM BUILDING

- Provide leadership, supervision, coaching, and professional development for the management staff of the FJC program teams.
-

- Support staff development through training, mentoring, performance feedback, and opportunities for professional growth.
- Promote cross-program collaboration to ensure coordinated, seamless, and survivor-centered service delivery.
- Develop strategies to strengthen team performance, accountability, and collaboration during periods of change.
- Provide guidance and support during complex cases, critical incidents, and organizational challenges.

STAKEHOLDER & BOARD RELATIONS

- Develop and maintain strong relationships with community partners, including law enforcement, prosecution, courts, healthcare systems, government agencies, victim service providers, Deaf-serving organizations, and nonprofit partners.
- Serve as a primary liaison for FJC partner agencies, promoting communication, collaboration, problem-solving, and shared accountability.
- Represent Willow and the Family Justice Center at community meetings, advisory committees, professional organizations, conferences, and public events.
- Provide leadership in community education, outreach, and advocacy efforts to increase awareness of domestic violence services and resources.

DOCUMENTATION & REPORTING:

- ✓ Utilize agency software to complete and maintain accurate, timely, and confidential client documentation in accordance with agency policies, licensing standards, funding requirements, and professional ethical guidelines.
- ✓ Prepare and submit timely FJC reports and required outcome documentation while ensuring compliance with funding agency requirements, program standards, and all applicable reporting expectations.
- ✓ Submit all internal agency documentation, incident reports, referrals, and related paperwork to the appropriate departments in a timely manner.

OTHER DUTIES AS ASSIGNED

- ✓ Champions Willow Center's culture and works to assure employees are engaged and supported.
- ✓ Represents the agency at the leadership level to community groups and speaking engagements.
- ✓ Assists the Executive Team in identified strategic initiatives, including goal setting, and promoting Willow's mission.
- ✓ Maintains confidentiality and completes all job functions ethically and in a culturally competent manner.
- ✓ Attends and participates in pertinent agency meetings and training.
- ✓ Any other duties assigned by the Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values.

REQUIRED QUALIFICATIONS

- ✓ Master's degree in Social Work or Mental Health Counseling with licensure (LMSW, LCSW, LMHC) required.
- ✓ Proficient knowledge of Domestic Violence, including laws, governances, and major trends.
- ✓ Minimum of seven years of leading and managing people and projects of a major division at a public, non-profit or for-profit entity.
- ✓ Previous successful history of building and managing short-term and long-term budgets and plans.
- ✓ Previous successful track record in leading and managing direct reports as well as influencing others to adopt and work for organizational strategies.

ADDITIONAL INFORMATION

- ✓ Department: FJC
- ✓ Location: Skyview
- ✓ Reports to: Chief Operating Officer
- ✓ Hours/Status: Exempt
- ✓ Payrate: \$82,000 annually

Must be able to work evenings and weekends when necessary.

APPLY ON INDEED

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.
