



**Job Title: Director of Family and Victim Services**

**Reports to:** Deputy Director

**Classification:** Exempt

**Last Updated:** July 2025

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### **Job Summary**

The Director of Family and Victim Services provides strategic leadership, oversight, and supervision for CAP's Supervised Visitation and Safe Exchange Center and Domestic Violence Intervention Services. This role ensures compliance, high-quality service delivery, and continuous improvement across all program areas serving survivors and families

### **Essential Job Functions:**

#### **Key Responsibilities**

##### **Program Leadership & Oversight**

- Lead the development, implementation, and evaluation of all Family and Victim Services (FVS) programs.
- Ensure effective delivery of services, quality case management, and compliance with regulatory and contractual obligations.
- Direct long- and short-term program planning based on community needs, funding priorities, and strategic objectives.

##### **Staff Supervision & Development**

- Supervise and support the Family and Victim Services and Safe Haven Coordinators.
- Plan, assign, and evaluate staff work; lead performance management, salary recommendations, and professional development efforts.
- Facilitate regular team meetings, staff observations, and trainings to promote team cohesion and effectiveness.

##### **Community Collaboration & Advocacy**

- Facilitate the monthly Cayuga County Domestic Violence Coalition; manage agendas, minutes, and communication.
- Serve as a visible community advocate, delivering public presentations and cultivating partnerships to support victims and advance systems change.
- Maintain robust referral networks and represent CAP in cross-sector collaborations focused on domestic violence prevention and response.

##### **Facility & Operational Management**

- Oversee the maintenance, safety, and regulatory compliance of the Safe Dwelling facility.

- Monitor day-to-day operations to ensure policies and protocols align with NYS OCFS standards.

### **Compliance, Quality Assurance & Reporting**

- Ensure timely submission of all reports (monthly, quarterly, grant-related).
- Work closely with the QA Specialist to monitor performance metrics and compliance with all contractual and legal requirements.
- Stay current on changes to laws, regulations, and best practices impacting service delivery.

### **Fiscal Oversight & Grant Management**

- Collaborate with the Fiscal Department to manage program budgets, approve expenditures, and submit timely payment requests.
- Support grant writing and oversee reporting and other funder deliverables for awarded grants.

### **Equity & Inclusion**

- Promote an inclusive and culturally responsive service environment.
- Implement policies and practices that ensure equitable access to services and a welcoming atmosphere for all clients and staff.

### **Other Duties**

- Serve on agency committees and assist with events and cross-departmental initiatives.
- Attend trainings and meetings, which may require occasional evening hours or overnight travel.
- Perform additional duties as assigned by the Deputy Director or Executive Director.

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### **Supervisory Responsibilities**

Direct supervision of the FVS Manager and Safe Haven Coordinator. Responsible for staff planning, training, evaluation, coaching, and discipline in accordance with agency policies.

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### **Qualifications**

#### **Required:**

- Associate's degree in social work, psychology, human services, or related field, with a minimum of 10 years of experience in domestic violence services, law enforcement, or related work.
- At least 3–5 years of supervisory experience.
- Strong interpersonal, organizational, and communication skills.
- Demonstrated leadership in advocacy, systems change, or trauma-informed service delivery.
- Valid NYS driver's license and reliable transportation.

#### **Preferred:**

- Bachelor's degree in a related field.
  - Experience with grant writing and budget oversight.
  - Public speaking and community education experience.
  - Proficiency in Microsoft Office Suite and data entry systems.
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### **Work Environment & Physical Requirements**

- Typical office setting with regular travel throughout Cayuga County.
  - Occasional lifting of up to 20 pounds.
  - Prolonged periods of sitting, with frequent walking and computer use.
  - Requires focus and attention to detail in a fast-paced, multifaceted environment.
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- **Environmental Conditions:**
  - There is no exposure to adverse environmental conditions. Work is performed in a typical office work environment with outside travel.

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### **Employer's Disclaimer**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Furthermore, the company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.