



New York City Criminal Justice Agency – CJA
Director of Clinical Services

New York, NY



About CJA

The New York City Criminal Justice Agency (CJA) is a not-for-profit service and research organization that operates in partnership with the New York City Mayor's Office of Criminal Justice. CJA is the City's main pretrial services agency, combining operations, pilot projects, and research under one roof. CJA utilizes procedural justice practices to provide pretrial services to over 100,000 persons arrested annually in New York City. Information collected about these arrestees and subsequent case processing is maintained in the agency's internal and externally shared database systems, which are used to conduct descriptive and evaluation research on arrestee characteristics, case processing and court outcomes, and on issues and potential reforms to criminal justice policy in New York City. CJA's programs operate in the criminal courts and detention facilities 24 hours a day seven days a week within the 5 boroughs of NYC, employing over 250 employees, citywide.

CJA works to reduce jail overcrowding and unnecessary detention in New York City. CJA is the City's main pretrial services agency, combining operations, pilot projects and research under one roof. The Queens Supervised Release Program operates in Queens Criminal Court and serves individuals of all ages who are charged with felonies and misdemeanors, and who present a substantial likelihood of detention but are at risk of failing to appear in court if released on recognizance. It provides pretrial supervision and voluntary referrals for social services, including job training, employment, drug treatment, and mental health counseling. Participants remain in the community and are required to maintain face-to-face and/or telephone contact with a case manager, attend all court appearances, and avoid re-arrest.

CJA Values

Commitment: Exhibits passion and excitement about our work. Displays a “can-do” attitude.

Fairness: Maintains high standards and is honest. Earns trust and maintains confidences. Does what is right, not just what is politically expedient. Speaks plainly and truthfully.

Innovation: Generates new and innovative approaches to problems; brings people together to brainstorm. Problem solve and collaborate around big and small ideas.

Position

Reporting to the Executive Director of Supervised Release, the Director of Clinical Services is responsible for providing clinical leadership and policy direction, maintaining accepted standards of practice, and providing administrative and professional supervision to all staff. This leader will serve as a strategic thought partner to oversee the development and management of all client-based services in the Supervised Release Program. The position leads the clinical services unit—which is composed of 129 personnel—and directly supervises the Associate Directors of Clinical Services and the Senior Manager of Peer Services.



Top Priorities

Strategy: Set the tone and direction of the clinical services unit; design and implement strategies and best practices to grow the unit and ensure it remains competitive in the field.

Program Development & Excellence: Provide programmatic oversight to ensure consistency and continuity in the provision of services.

People Management: Supervise, coach and mentor the Associate Directors of Clinical Services and the Senior Manager of Peer Services to achieve established goals.

Stakeholder Management & Partnerships: Serve as the main liaison and face of CJA's clinical services unit to external partners.

DEIB: Continue to uphold CJA's DEIB values, ensuring that all programming within clinical services is developed and executed through this lens.

Major Duties & Responsibilities

Strategy

- Guide and shape the evolution of the clinical services unit, overseeing the delivery of all services
- Identify opportunities for improvement and expansion in clinical services; oversee the implementation of all clinical services programs including strategy, execution and impact measurement
- Ensure the integration and alignment of the clinical services strategy with the organization's strategy

Clinical Services Program Development & Excellence

- Manage the launch and implementation of program improvements and pilot programs intended to better processes and enhance service delivery
- Align work goals, objectives and resources with the program's model, strategies, and longer-term goals.
- Ensure program compliance with all regulations, code of ethics, and agency training requirements for staff

People Management

- Oversee all personnel in the clinical services unit; build, coach and mentor a high-performing team of 2-4 direct reports
- Define clear metrics for success and identify opportunities for professional growth
- Promote collaboration and synergy within supervised release, which includes the peer services and clinical services units

Partnerships

- Serve as the main liaison and external representative of CJA's clinical services unit
- Engage with external stakeholders (courts, attorneys community members) to identify opportunities for collaboration and expansion of services

DEIB

- Actively support the advancement of DEIB cultural competence, racial, gender and social equity in all clinical programs, practices, and services

Qualifications

- Licensed Clinical Social Worker
- Must have at least 5 years of leadership experience overseeing clinical services units in adjacent spaces of social and human services; candidates with experience working with communities impacted by the criminal justice system preferred
- Must have knowledge of applied counseling and assessment methods as acquired through a course of study in social service, psychology, or behavioral health or related fields
- Strategic thinker with strong capacity to identify opportunities, anticipate challenges, and exercise good judgment under pressure
- Excellent people-management skills; a track record of supervising large teams in complex organizations
- Deeply relational with excellent interpersonal skills and ability to build strong, transparent, and trusting relationships across different constituent groups
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Ability to set clear priorities, delegate, and guide investment in people and systems; keen analytic, organization and problem-solving skills to support and enable sound decision making
- History with and commitment to working within economically diverse communities and organizations.

Salary

This is an outstanding opportunity for a highly motivated senior leader to join a well-respected and growing organization. NYC Criminal Justice Agency is prepared to offer a very attractive compensation package, including a competitive salary range of 135K-155K. In addition, CJA will offer a comprehensive benefits package including, but not limited to:

- 85% employer-paid medical insurance and 100% employer-paid coverage for other core group health benefits
- An education reimbursement of up to \$300 per semester or quarter after 1 year of employment
- 5% employer match on 403(b) contributions after 1 year of employment
- Transportation benefits
- A flexible work schedule of 4 days in-office and 1 day remote

This position description is based upon material provided by the NYC Criminal Justice Agency.

CJA is committed to creating a diverse work environment and is proud to be an equal opportunity employer. We do not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.

To apply for this position, please click [HERE](#).

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