



Director of Client Services

Full Time | Salaried

About Project Place

Project Place promotes a community of hope and opportunity for homeless and low-income individuals by providing the skills, education and resources needed to obtain and sustain employment and housing. For over 50 years, Project Place has been a resource for individuals who are experiencing homelessness in Boston. Through innovative programming, including social enterprises, we facilitate the successful transition of individuals to economic self-sufficiency. Comprehensive programming consists of classroom instruction, credential training, case management services, housing and job placement, retention and career services.

About This Role

As Director of Client Services, you will be a key member of our Senior Leadership Team, leading all aspects of Project Place's comprehensive client services from initial enrollment through program completion and two-year post-program follow-up. You will oversee case management & stabilization services, housing programs (including permanent supportive housing and transitional housing), and serve as the clinical expert who brings a trauma-informed, holistic perspective to our organizational culture and programming decisions.

This role requires both clinical expertise and strong operational leadership. You will design and implement systems that ensure consistent, high-quality client services while developing staff capacity through training and coaching. You will be responsible for creating the structure and procedures that govern client interactions, holding accountability conversations with clients when necessary, and serving as the point of contact for client grievances across all programming.

The Director of Client Services reports to the Executive Director and works collaboratively with the Senior Leadership Team to advance Project Place's mission through cross-departmental innovation and strategic program development.

What You'll Do

Senior Leadership & Cross-Departmental Collaboration

- Serve as a member of the Senior Leadership Team, actively supporting organizational growth and development aligned with Project Place's mission, vision, and core values
- Lead cross-departmental initiatives and collaborate effectively across all program areas (stabilization, education, small businesses, and employment services)
- Bring clinical expertise and perspective to organizational decision-making, including new program development and business planning
- Partner with the Executive Director to identify data collection needs and analyze client outcomes to inform program improvements and design
- Represent Project Place at community and municipal meetings, including those with the Mayor's Office of Housing, and the Executive Office of Housing & Liveable Communities.

Clinical Leadership & Staff Development

- Provide clinical expertise and trauma-informed perspective to guide organizational culture and approach to client services
- Identify training gaps and develop comprehensive training solutions for program staff, delivering both virtual and in-person sessions
- Lead staff meetings and facilitate training on topics ranging from clinical best practices to operational procedures
- Provide ongoing coaching and consultation to program staff around practices that encourage client stability and success
- Provide clinical supervision to interns

- Conduct crisis intervention and provide support to both staff and clients, including making referrals to necessary services
- Foster staff understanding of trauma, mental health, substance use disorder, and other factors affecting client behavior and engagement

Client Services Systems & Operations

- Oversee all client services from enrollment through program completion and two-year post-program follow-up
- Design and implement comprehensive case management systems and procedures that ensure consistency across all programming
- Create and maintain organizational procedures for client interactions, including intake processes, service delivery standards, and completion protocols
- Establish clear guidelines for client accountability, including procedures for addressing problematic behavior and creating pathways for re-engagement
- Serve as the designated point of contact for all client grievances and concerns across programming
- Lead difficult conversations with clients regarding boundaries, expectations, and community standards

Program Management & Direct Supervision

- Provide direct supervision to 3-6 staff and their teams in a comprehensive, collaborative manner emphasizing Project Place values
- Oversee permanent supportive housing (Gatehouse), transitional housing (Betty's Place), and stabilization programs
- Manage all aspects of wrap-around case management services for clients throughout their Project Place experience
- Lead recruitment, hiring, training, and development of program managers and support their supervision of client-facing staff
- Conduct weekly individual supervision meetings and support professional development of team members
- Assist with onboarding and orientation of new staff in collaboration with team leaders

Data Analysis & Reporting

- Track, document and analyze key client enrollment and outcome data using data management tools
- Lead all internal and external reporting related to homeless resource center and agency stabilization services
- Use data analysis to assess service effectiveness, identify areas for improvement, and inform program strategy & design
- Partner with leadership team to establish data collection systems that support evidence-based decision making

Qualifications

There are innumerable ways to learn, grow, and excel professionally. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. This said, we are most likely to be interested in your candidacy if you can demonstrate the majority of the qualifications and experiences listed below.

Required

- Master's degree in social work, psychology, or related clinical field
- Current clinical licensure (LICSW, LCSW, LMFT, LMHC or equivalent)
- Experience managing teams of more than 3 direct reports consistently
- Clinical experience in nonprofit or community-based settings, with understanding of how clinical practice operates within organizational systems
- Strong facilitation skills with ability to lead groups of 30+ staff both virtually and in-person

- Excellent problem-solving, analytical, and communication skills

Preferred

- Experience working with individuals experiencing homelessness, trauma, mental health and/or substance use disorders
- Knowledge of housing programs and supportive services
- Experience with data analysis and using data to inform program development
- Experience working as a member of a senior leadership team in a multi-departmental organization
- Comfort with technology and virtual facilitation platforms
- Experience creating and implementing organizational policies and procedures
- Background in training and staff development

Essential Qualities

- **Collaborative mindset:** Ability to work effectively across departments and build strong partnerships with colleagues at all levels
- **Innovation orientation:** Demonstrated ability to identify problems, develop creative solutions, and implement change in partnership with teams
- **Strong boundaries:** Ability to hold accountability conversations with clients while maintaining therapeutic relationships and professional boundaries
- **Systems thinking:** Capacity to see the big picture and create organizational structures that support consistent, high-quality service delivery
- **Cultural humility:** Understanding of trauma-informed care and commitment to serving individuals with dignity and respect
- **Adaptability:** Comfort with change and ability to pivot quickly in an entrepreneurial nonprofit environment
- **Mission alignment:** Deep commitment to Project Place's mission to end homelessness by providing pathways to jobs, housing, and hope

Compensation & Benefits

The salary range for this position is \$90,000 to \$100,000 and is commensurate with experience. Project Place offers a comprehensive benefits package that includes:

- Health insurance (vision & dental), and life and long-term disability insurance
- 401k plan with employer match
- Paid time off, beginning at 3 weeks per year in the first year of employment
- Professional development opportunities

More information about Project Place's benefits can be found [\[here\]](#).

Work Environment

This position is full-time with availability for occasional evening work and is located at Project Place Headquarters in the South End neighborhood of Boston. The role requires 4 days per week in the office, with flexibility for remote work one day per week.

Timeline and Hiring Process

We will review and respond to all applications received. Candidates elected to advance through the process can expect:

1. Initial screening with Positively Partners
2. Hiring manager interview with Executive Director
3. Virtual facilitation simulation activity with senior program leadership

4. In-person interview day including senior leadership panel and meet-and-greet with direct reports
5. Comprehensive reference check process

Expected start date is late September 2025.

How to Apply

To apply for this position, please submit a resume and thoughtfully written cover letter through our online portal. We will review and respond to all applications received. For confidential inquiries or assistance completing the application, please contact mcarlton@positivelypartners.org.

Equal Opportunity Statement

Project Place is an equal opportunity employer and we encourage candidates of color, women, LGBTQ+, low-income, and non-college degree holders to apply. Project Place prohibits unlawful discrimination against any employee or applicant for employment based on race, color, religion, sex, gender identity, age, national origin, genetic characteristics, disability, status as a special disabled veteran or veteran, marital status, sexual orientation, sexual identity or any other basis prohibited by law.