



Client: Howard Center

Website: [Howard Center](#)

Position Title: Chief Client Services Officer

Reports to: Chief Executive Officer (CEO)

Location: Burlington, VT

About Howard Center

Situated alongside Lake Champlain, we are the largest private non-profit human services organization in the State of Vermont. A community cornerstone since 1865, Howard Center's mission today is to help people and communities thrive by providing supports and services to address mental health, substance use, and developmental needs. As a national leader in the delivery of progressive community-based supports, we employ 1,600 staff providing services in 60 locations serving more than 19,000 community members annually. Through our competitive and award-winning benefits, including robust paid time off for work-life balance, and equal opportunity employment, we build teams of dedicated, passionate individuals who embrace our mission and are committed to making a lasting contribution to the lives of the people we serve. The world around us continues to change every day. At Howard Center, we believe it is vital to face new and unanticipated obstacles with all of our voices. We welcome applicants of all racial and ethnic backgrounds, identities and expressions, religious beliefs, disabilities, age groups, lived experiences and perspectives. In order to provide the best care for our clients, our aim is for our staff to be a reflection of the community we serve.

Position Overview

The Chief Client Services Officer is a member of the Agency Executive Leadership team with responsibility for providing overall leadership, direction, planning, and development of client services operations. This position is accountable to ensure effective and efficient delivery of services across all programs and populations. At the direction of the CEO and in close partnership with members of executive leadership (currently the Chief Medical Officer, the Chief Financial and Operations Officer, the Director of Diversity, Equity and Inclusion, and the Director of Evaluation and Outcomes), provides key strategic direction and develops agency-wide systems, policies, and best practices.

Essential Functions and Responsibilities

Leadership

- Develop, monitor, and ensure the execution of the Agency's strategic plan in partnership with the executive leadership team
- Provide overall leadership in the development, organization, direction and coordination of mental health, substance use, and developmental services programs and operations
- Collaborate with and facilitate the agency's Client Services Cabinet which consists of functional directors while providing direction and support
- Supports Client Services Directors in programmatic budget development and monitoring, compliance, and revenue/census management issues ensuring maximum revenue potential and efficient utilization
- Ensure adherence to agency, state, and accreditation requirements for all programs
- Act as a liaison with the Board of Directors and actively participate on Board standing committees
- Represents the Agency with legislators and participates as necessary in discussions related to funding, program planning and ongoing operations and works to form positive, ongoing working relationships
- Serve as a liaison to the community providing information about services, assessing community needs, and offering expertise in a manner that promotes the Agency and fosters good community relations

Operations

- Provides consultation on organizational, programmatic, planning, budgeting and other matters related to Client Services programs, initiatives, and issues
- Identifies service gaps, recommends, and develops new and innovative clinical and client care services/programs, with a commitment to continuous improvement and growth of services
- Provides programmatic oversight and supervision to all Client Services program operations
- Identifies and works collaboratively to integrate clinical best practices throughout the Agency, ensuring consistency in quality of services to clients
- Leads the development and oversight of clinical and administrative workflows and care coordination across multiple teams and programs within Client Services and in coordination with executive leadership and business operations as applicable
- Responsible for efficient and effective operations of all Client Services programs and functions, with a focus on the development of integrated and consistent systems and standards
- Establish clinical policies and procedures, in collaboration with executive leadership team as applicable
- Coordinates programming evaluation and performance metrics with the Director of Evaluation and Outcomes
- Develops and implements mental health, substance use, and developmental services delivery systems, policies, and procedures appropriate to the populations served
- Oversight of inter-agency and intra-agency collaboration and integration of services
- Collaborate with community partners, designated agencies, and state departments, projecting a professional image and working to promote the work and reputation of the Agency
- Collaborate to market and build community relationships for all programs

Risk Management and Compliance

- Ensures treatment methods are evidence-based, comply with regulations, align with best practices, and demonstrate favorable outcomes
- Ensures adherence to professional standards of care and licensing and all regulatory requirements
- Develops, establishes, and evaluates the quality of client records; documentation; counseling services; evaluation and diagnosis
- Monitors the administration of all mental health, substance use, and developmental services to ensure compliance
- Oversees all contractual agreements within Client Services areas

Education and Experience Requirements

- Valid licensure by the State of Vermont at the independent practitioner level as a Social Worker, Psychologist, Counselor, Substance Abuse Counselor or Marriage and Family Therapist or can secure this credential
- Ten (10) or more years of clinical and progressively responsible experience with five (5) years of experience, at the Director or above level, in behavioral health mental health, substance use or developmental services that includes providing direct clinical services to clients, relationships with referral, funding and community partners, and supervision of professional clinical staff; or any equivalent combination of education and experience that provides the required knowledge, skills and abilities
- Demonstrated ability to influence change and drive the organization forward with collaboration from the Client Services Cabinet

Gallagher, Flynn, & Company, LLP has been retained to conduct this search. Interested candidates may apply by sending a resume and cover letter to Michelle Rawls, Director of Talent Acquisition, at talentsolutions@gfc.com. While we appreciate all interest in this opportunity, only candidates most closely aligned with our search will be contacted.

Disclaimer: What is listed above is representative of the position's responsibilities but is not meant to be an exhaustive list. Responsibilities may change during employment at the company's discretion. Gallagher, Flynn & Company, LLP and our client do not discriminate in employment based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factors.