

Clinical Director, Patient & Family Services

Through its Patient & Family Services programs, the Concussion & CTE Foundation supports individuals and families navigating the complex realities of concussion, persistent post-concussion symptoms, and suspected CTE. The Foundation provides care navigation, education, resource connection, peer support, and crisis intervention services, but does not provide ongoing mental health treatment or clinical care.

We are evolving our Patient & Family Services department into a nationally recognized care navigation and support program that provides compassionate, clinically informed, longitudinal support to clients and their families.

To lead this next phase of growth, we are seeking a strategic and mission-driven Clinical Director.

Position Overview

The Clinical Director, Patient & Family Services will serve as the clinical and operational leader of the Foundation's client support and care navigation ecosystem.

This role combines:

- mental health clinical leadership
- program strategy
- care navigation oversight
- client experience design
- team management
- systems development

The Clinical Director will oversee the operation and evolution of our HelpLine and support services from a primarily resource-referral model into a comprehensive client navigation and support program focused on continuity, guidance, and meaningful client impact.

This position reports to the Chief of Staff and will directly supervise three full-time employees and several support group facilitators within the Patient & Family Services team.

Key Responsibilities

Clinical Leadership & Care Quality

- Provide clinical oversight and support for complex helpline cases
- Develop and maintain escalation pathways and care navigation standards

- Ensure safe, compassionate, and consistent helpline interactions
- Support staff with guidance on challenging or high-risk situations
- Review and improve quality assurance practices across support services
- Maintain crisis response protocols, including documentation standards and staff debriefing processes

Department Leadership & Team Management

- Lead and manage the Patient & Family Services department
- Supervise care navigation and intake staff
- Establish performance standards, workflows, and accountability systems
- Foster a collaborative, client-centered team culture
- Support staff training and professional development
- Manage contractor relationships and ensure alignment with departmental goals and quality standards
- Ensure compliance with applicable confidentiality and documentation standards across all supportive services

Care Navigation Program Development

- Build and scale a nationally recognized resource navigation program
- Improve client experience, continuity and follow-up systems
- Design workflows that support long-term client engagement
- Identify opportunities to deepen support offerings and improve accessibility

HelpLine & Intake Operations

- Oversee HelpLine strategy and workflow design
- Support expansion of phone-based intake and navigation services
- Develop triage and escalation protocols
- Ensure responsiveness and operational efficiency
- Provide clinical oversight and supervision for staff providing HelpLine services
- Provide assessment, engagement and case management for individuals deemed higher risk or who require additional support to engage resources.

- Develop a Quality Assurance (QA) system for reviewing calls, emails and other helpline touchpoints to ensure standard of care

Provider Network Development

- Strengthen and expand referral provider networks
- Build relationships with clinicians and healthcare organizations
- Improve provider vetting and recommendation quality
- Support regional and national care navigation partnerships

Peer Support & Client Programming

- Oversee client (including caregivers) support programming
- Establish quality and facilitation standards for support groups
- Expand support offerings based on community needs
- Ensure appropriate escalation and participant support processes
- Provide supervision and clinical support for support group leaders and peer-to-peer programming

Strategy, Data & Organizational Collaboration

- Develop departmental KPIs and impact metrics
- Support outcomes tracking and reporting
- Collaborate cross-functionally with communications, education, advocacy, and research teams
- Contribute to organizational thought leadership and mission strategy

Qualifications

Required

- Licensed Clinical Social Worker (LCSW), LMFT, LPC, or comparable clinical licensure
- Active licensure in good standing in the state(s) in which they practice
- 7+ years of clinical, patient navigation, or care coordination experience, including at least 2 years in a supervisory or leadership capacity
- Experience and proven competency in crisis intervention assessment and intervention
- Experience supporting individuals or families navigating complex healthcare systems

- Experience operating a helpline or other supportive/crisis intervention services
- Demonstrated leadership or program management experience
- Strong judgment, communication, and interpersonal skills
- Ability to balance compassion with operational effectiveness

Preferred

- Experience with concussion, brain injury, rehabilitation, neurology, behavioral health, or chronic illness populations
- Experience building or scaling care navigation or support programs
- Familiarity with nonprofit or mission-driven organizations
- Comfort working in fast-paced, evolving environments
- Experience supervising clinical or paraclinical staff
- Experience with telehealth or remote care delivery models

Ideal Candidate Traits

We are looking for a leader who is:

- highly empathetic but operationally grounded
- decisive and solutions-oriented
- comfortable navigating ambiguity
- able to simplify complexity
- passionate about improving client experiences
- collaborative, practical, and mission-driven
- brings clinical credibility that elevates the quality and consistency of care navigation without losing sight of operational realities

Compensation & Benefits

Anticipated total compensation range:

\$100,000–\$120,000 annually, depending on experience, licensure, leadership background, geographic location, and overall qualifications. Total compensation may include a combination of base salary and performance-based incentives.

The Concussion & CTE Foundation offers a competitive benefits package, including:

- Health, dental, and vision insurance
- Retirement plan with employer match
- Generous paid time off and paid holidays
- Summer Fridays (observed June-August)
- Professional development opportunities
- Paid parental leave

Location

Remote (U.S. time zones and occasional travel for organizational events and programs).

To Apply

Please submit to jmanning@concussionandcte.org :

- resume/CV
- cover letter