



Community Health Action of Staten Island (CHASI) drives dramatic improvements in the health of New Yorkers by bridging the gaps between people and the compassionate health care they deserve from a client-focused, trauma-informed perspective. CHASI serves the most vulnerable individuals, families, and communities with critical services and programs. We're looking for a passionate and visionary **Director of Client Services** to champion our Next Step Resource and Recovery Center. This is more than just a job—it's an opportunity to make a tangible difference in the lives of our community members.

What We Offer:

- **Competitive Salary:** \$65,000 - \$75,000 annually commensurate with relevant experience and qualifications and in alignment with internal equity.
- **Comprehensive Benefits:** Generous paid time off (4 weeks of vacation plus personal time, sick time, and paid holidays), medical, dental, vision, employer provided basic life insurance, robust Employee Assistance Program, retirement plan with matching, and more!
- **Professional Growth:** Tuition reimbursement, fitness reimbursement, and ongoing training and development opportunities.

About the Role:

Location: 56 Bay Street, Staten Island, NY 10301

Department: Next Step Resource and Recovery Center

Position Status: Full-Time, Exempt

As the Director of Client Services, you'll be at the heart of our peer activation and care navigation services. You'll lead the **Relay program**, where Recovery Coaches and Certified Peer Recovery Advocates work directly with individuals facing substance use challenges, and the **Connections to Care program**, which serves individuals coming from carceral settings who misuse substances or have a substance use disorder (SUD). Your role will ensure that our services—ranging from medication-assisted treatment to HIV prevention and peer engagement—are delivered with excellence and compassion.

Key Responsibilities:

- **Drive Excellence:** Oversee the daily operations of our peer activation and care navigation services, ensuring top-notch program performance.
- **Empower Teams:** Supervise and support Senior Peer Mentors and Care Navigators, fostering a dynamic and effective team.

- **Innovate Solutions:** Develop and implement systems for timely and impactful client engagement, from emergency room responses to program quality assurance.
- **Champion Advocacy:** Represent CHASI at conferences, task forces, and coalitions, and prepare reports for key stakeholders.

Qualifications:

- **Educational Requirement:** Master's Degree in LMHC, LMSW, LCSW, or equivalent with NYS licensure.
- **Experience:** At least 5 years working with co-occurring substance use disorders and 2 years in program management and staff supervision.
- **Skills:** Strong leadership, excellent communication, and proficiency in Microsoft Excel and data reporting systems.
- Openness to multiple pathways to recovery, including medication assisted treatment and harm reduction.
- Commitment to client-centered and trauma-informed service delivery and supervisory practices.
- Demonstrated ability and/or commitment to working effectively with clients from diverse backgrounds with sensitivity to ethnic, cultural, and sexual minorities.

If you're ready to lead a team dedicated to recovery and transformation, apply today!

How to Apply:

Email your resume to HRTeam@chasiny.org with "**Director of Client Services**" in the subject line.

Join us at CHASI and be part of a dedicated team making a real impact in our community. We can't wait to hear from you!

To learn more about CHASI, visit <https://www.chasiny.org>