

Clinical Manager – Family Programs

About Upper Valley Haven

Since 1980, Upper Valley Haven has provided temporary shelter, food, education, problem-solving support, and related services to people experiencing poverty, housing instability, and food insecurity. Grounded in respect, kindness, dignity, accountability, hospitality, and community participation, the Haven serves as a vital community resource for individuals and families across the Upper Valley.

Position Summary

The Family Programs Clinical Manager provides leadership, clinical oversight, and program support for services offered to 8 families staying in the Byrne Family Shelter, up to 30 families enrolled in the Family Supportive Housing Program, and to the Haven's licensed Children's Programs. This role supervises Service Coordinators, Shelter Staff, Per Diem Staff, and the Children's Services Supervisor. As a member of the Haven's Executive Team, the Clinical Manager contributes to organizational planning and represents the Haven in the community while fostering collaborative relationships with partner organizations.

Compensation

Salary: \$68,000 to \$78,000. Benefits include Employer-funded health, vision, dental insurance, disability and life insurance, and 403b retirement matching.

At the Haven, we invest in our team by providing outstanding benefits, cultivating a culture focused on well-being and personal and professional growth, and offering opportunities to be involved in shaping the organization.

Key Responsibilities:

Program Leadership & Service Delivery

- Provide leadership and oversight for the daily operations of the family shelter, supportive housing, and children's programs, utilizing a trauma-responsive, strengths-based approach.
- Ensure clear, consistent communication that supports effective program coordination and service delivery.
- Support the development, implementation, evaluation, and continuous improvement of programs and services.

- Plan and facilitate program meetings, care team meetings, events, and other activities that strengthen service delivery and participant outcomes.
- Participate in the agency's on-call rotation to support operational continuity and respond to emergent program needs.

Staff Leadership & Clinical Supervision

- Provide ongoing clinical supervision, coaching, and professional development support to program staff.
- Lead or support recruitment, hiring, onboarding, training, scheduling, and performance management processes.
- Foster a collaborative, inclusive, and accountable team culture aligned with organizational values and best practices.

Quality Assurance, Compliance & Outcomes

- Ensure compliance with agency policies, procedures, licensing requirements, funder expectations, and applicable regulations.
- Monitor program records and case documentation to ensure accuracy, timeliness, professionalism, and adherence to standards.
- Support data collection, outcome measurement, reporting, and program evaluation activities to demonstrate impact and inform service improvements.
- Use data, participant feedback, and program outcomes to identify opportunities for quality improvement and stronger client outcomes.

Safety, Facilities & Risk Management

- Ensure a safe, welcoming, and trauma-informed environment for guests, children, families, volunteers, and staff.
- Oversee implementation of safety protocols, emergency procedures, and risk management practices.
- Monitor facility conditions and coordinate efforts to maintain clean, functional, and inviting program spaces.

Financial Stewardship & Community Engagement

- Manage and monitor program budgets, ensuring responsible use of resources and alignment with organizational priorities.
- Support grant compliance through accurate tracking of program activities, outputs, and outcomes.

- Build, maintain, and strengthen collaborative relationships with community partners, service providers, funders, and other stakeholders to advance program goals and improve participant access to services.

Core Competencies

- Trauma-informed leadership
- Clinical judgment and supervision
- Staff leadership and development
- Program and operational management
- Collaboration and relationship-building
- Crisis management and decision-making
- Quality assurance and regulatory compliance
- Data-informed decision-making
- Financial stewardship
- Cultural humility and commitment to equity
- Strong communication and interpersonal skills

Education & Experience

- Master's degree in Social Work, Psychology, Human Services, or related field
- 5+ years' experience supporting families experiencing poverty or homelessness
- Supervisory experience and strong operational skills
- Knowledge of family systems, mental health, substance misuse, and trauma-informed care
- Strong communication and team leadership skills

Work Environment/Schedule

Upper Valley Haven sits on a four-building campus about a mile northwest of the center of White River Junction. The Bryne Family Shelter houses families in the main building. The Children's Services Program takes place in an adjacent playground and building.

This is a full-time, primarily site-based, Monday to Friday 8:30 to 4:30 position. Some evening hours may be required. This position also includes 24/7 on-call duties on a rotating

basis. As the Byrne Family Shelter operates 7 days/week, the position requires active engagement with the operations of the Shelter through monitoring of shift notes and occasional consultation with the Clinical Director to address emergent conditions and decisions impacting safety and quality.

Our Commitment to Employees

Upper Valley Haven (UVH) is proud to be an Equal Opportunity Employer. We are committed to creating a diverse workplace environment that is welcoming and safe for all. All applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other characteristic protected by federal, state, or local laws.

We are committed to compliance with all fair employment practices regarding citizenship and immigration status. UVH follows all EEOC guidance and federal and state laws regarding background screening.