Job Description

Job Title: Director of Client Services
Department: Admin
Reports To: Executive Director
FLSA Status: Exempt
Effective Date: October 2026
Compensation $70,000 to $80,000 Annually

Summary: The Director of Client Services is the primary advocate for every Veteran and First Responder we serve. This role leads the full client experience at Patriot PAWS, guiding each client from first application through lifelong partnership with their service dog. Day to day, the Director oversees an active caseload, manages a small team of client services staff, and serves as the senior point of contact for client engagement and case management. The goal is simple: ensure every client moves through our program with the care, consistency, and accountability they deserve. As a member of the Patriot PAWS leadership team, the Director of Client Services also contributes to organizational strategy, helping shape program direction and ensuring the Veteran and First Responder experience remains at the center of every decision we make.

Key Responsibilities:

Program Oversight & Development

- Develop, implement, and evaluate all client-facing programs, including application, waitlist management, client matching, placement, recertification, and long-term support.
- Design and implement strategies to improve client readiness, training effectiveness, and long-term partnership success between veterans and their service dogs.
- Ensure compliance with Assistance Dogs International (ADI) standards and integrate best practices in trauma-informed care and disability services.
- Analyze trends in client needs and program outcomes to inform continuous improvement and report findings to leadership.
- Stay current on emerging practices related to assistance dogs, animal-assisted interventions, and the veteran and disability populations served.
- Lead ongoing strategic planning for client services in collaboration with the Executive Director.

Case Management & Client Engagement

- Maintain oversight of all active client cases, support plans, and follow-up activity from application through post-placement.
- Serve as the primary escalation point for complex cases involving veterans with PTSD, TBI, MST, or physical disabilities.

- Ensure that monthly "Buddy Checks" and other wellness outreach efforts are executed consistently and compassionately.
- Support outreach and recruitment efforts to increase program accessibility and ensure a strong pipeline of qualified applicants.
- Provide client education to ensure effective handling and care for their service dog in ways that meet the needs of both the client and the dog.

Team Leadership & Supervision

- Supervise the Veteran Coordinator, Client Training Instructor, and any additional client-facing staff.
- Provide mentorship, training, and performance evaluations to ensure effective team functioning.
- Foster a collaborative, mission-driven team culture that reflects the values of Patriot PAWS.
- Lead cross-functional collaboration with Training, Business Development, and Kennel departments.
- Oversee the Veteran Advisory Committee, including meeting facilitation and strategic planning support.

Partnerships & Community Outreach

- Cultivate and maintain strategic partnerships with veteran organizations, medical providers, VA facilities, and community agencies.
- Represent Patriot PAWS at community events, military installations, conferences, and stakeholder meetings.
- Collaborate with the Director of Development to support grant proposals and funding applications related to client services programs.

Planning & Program Events

- Oversee the planning and execution of all Veteran Service Dog Graduations, quarterly Boot Camps, and team recertifications.
- Ensure smooth coordination of travel, logistics, and communication for all client-facing events.

Data, Reporting & Compliance

- Track key performance indicators (KPIs) including placement rates, follow-up compliance, and client satisfaction.
- Maintain accurate client records and manage data entry and reporting in Client Tracker and other CRM platforms.
- Submit periodic program reports to leadership and other stakeholders in a timely and accurate manner.

MINIMUM REQUIREMENTS

- Minimum of 5 years of experience in program management, case management, or a related field, preferably in a nonprofit or human services environment.
- Demonstrated experience managing clients or participants through a structured program from intake to completion.
- Proven supervisory experience with the ability to lead and develop a team.
- Strong organizational skills with the ability to manage multiple cases, deadlines, and priorities simultaneously.
- Willingness and ability to travel as needed for events, client visits, and partnership development.
- Must complete the following Patriot PAWS classes within the first 90 days of employment: Patriot PAWS Ambassador Training Class and Patriot PAWS Puppy Raiser in Training Class.

PREFERRED QUALIFICATIONS

- Experience working with veterans, individuals with disabilities, or populations experiencing PTSD, TBI, MST, or physical limitations.
- Familiarity with Assistance Dogs International (ADI) standards and service dog program operations.
- Background in social work, counseling, human services, or a related field.
- Proficiency in Microsoft Office Suite and CRM or case management platforms.
- Veteran status is welcomed and valued, though not required.
- Ability to operate with a high degree of independence while keeping leadership well-informed.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Primarily on-site Monday through Friday with occasional evening or weekend commitments based on client and program needs.
- Some travel required for events, client visits, and partnership development.
- Work regularly involves interaction with service dogs on-site.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the role. Patriot PAWS Service Dogs reserves the right to modify this description at any time.

How To Apply

Qualified candidates are asked to submit their resume to careers@patriotpaws.org