



**Lifebridge North Shore
Vice President of Client Services
Salem, MA**

[Lifebridge North Shore](#) seeks a seasoned, strategic human services leader to serve as its next Vice President of Client Services, overseeing a multi-site portfolio of programs that support more than 400 individuals daily across the North Shore. As a mission-driven nonprofit dedicated to addressing the urgent needs of individuals and families experiencing homelessness and housing instability, Lifebridge provides an integrated set of services across locations in Salem, Beverly, Gloucester, and Lynn, Massachusetts.

Reporting to the President & CEO and serving as a member of the senior leadership team, the incoming Vice President (VP) will promote a culture of program excellence that is client-centered, trauma-informed, and housing-focused, while overseeing the strategic direction, quality, and integration of client services across the organization. The VP will provide oversight across shelter, housing support, food access, case management, clinical and stabilization services, and community-based assistance—ensuring these programs effectively support individuals, many with high-acuity needs, in moving toward safety, stability, and long-term self-sufficiency.

The VP will build a strong culture of service excellence, accountability, and staff development, including mentoring program leaders, and provide leadership to a dedicated team comprising four direct reports and a broader cohort of program staff who support a range of client services. In guiding the programmatic vision for the organization, this leader will oversee the design, implementation, and refinement of new, evolving, and innovative service models, including the development of operational structures and staffing plans.

This role ensures strong coordination across programs and advances the continued development of responsive, high-quality service delivery. Working collaboratively with internal leaders, the VP also serves as a senior organizational representative in the community, building partnerships with healthcare providers, municipal leaders, state agencies, and community organizations to strengthen service delivery and outcomes.

Qualifications

The ideal candidate is an accomplished human services leader with 8+ years of progressively responsible experience in homeless services, behavioral health, housing, or related community-based systems; a track record in program development and systems leadership; and strong relationship-building and collaborative skills. Licensure: LCSW required; LICSW preferred.

Lifebridge North Shore is committed to fostering a diverse, equitable, and inclusive workplace. We seek to build a team that reflects the communities we serve and encourage candidates of all backgrounds and experiences to apply.

This is a retained executive search of [Exceptional Executive Search](#).
For inquiry or application, contact info@eesrecruit.com.

