



Title: Clinical Coordinator of Adult Programs – NYC

Status: Full-Time Exempt

Reports to: Clinical Program Director

Salary range: \$80,000-\$100,000 DOE

About OUR HOUSE NYC

Grief is a universal experience, yet New York City has long lacked a dedicated center to support individuals through loss. OUR HOUSE Grief Support Center Los Angeles—Southern California’s leading grief support provider for over 30 years—is expanding to New York City. OUR HOUSE NYC, set to open in October 2025, will provide affordable, accessible grief support to adults, children, and families across the city.

Position Overview:

The **Clinical Coordinator of Adult Programs** will be a foundational team member as we launch OUR HOUSE NYC. This dynamic, hands-on role blends clinical expertise with program management, volunteer leadership, community outreach, and data-driven evaluation.

Because we are establishing a new office and building local operations from the ground up, this position offers a unique opportunity to help shape the culture, systems, and services of a growing organization. We’re seeking someone who is resilient, resourceful, and a natural problem-solver—energized by collaboration and eager to grow alongside our mission. You’ll play a central role in developing adult grief support services tailored to the diverse needs of New Yorkers—while also helping to create the infrastructure and community partnerships that will sustain our programs long term. Title and compensation may be adjusted based on experience.

Key Responsibilities:

Grief Support Group Coordination

- Oversee the planning, scheduling, and ongoing facilitation needs of in-house and virtual support groups
- Conduct initial phone screens and virtual intake/orientation meetings with prospective group members
- Be on-site two evenings per week to support program delivery and provide real-time support
- Maintain regular communication with group members, including those on the waitlist
- Refer individuals to external therapy or community services as needed

Volunteer Coordination

- Recruit, interview, and train Volunteer Group Leaders
- Facilitate bi-weekly group supervision and provide individual consultation as needed
- Partner with staff to foster ongoing volunteer engagement, education, and appreciation to promote retention.
- Update and refine training content based on feedback and best practices

Program Data and Evaluation

- Manage adult program data entry and reporting using an Electronic Health Record (EHR) system
- Maintain and regularly update program manuals, activity books, and workflow charts to ensure alignment with evolving practices and program needs
- Monitor local landscape for peer grief support offerings and opportunities for collaboration

Community Engagement and Education

- Initiate community outreach and build partnerships with schools/universities, hospitals, community agencies, and therapists
- Plan and deliver workshops and track participant feedback through post-event surveys

On-Site Grief Support (OSGR)

- Respond to inquiries from businesses and agencies to provide short-term grief support after a death
- Update OSGR training materials and resources as needed
- Track and analyze all OSGR activities to inform program improvement

Team Collaboration and Administration

- Support the onboarding and mentorship of new team members as needed
- Conduct individual supervision with the Clinical Director plus supervision with non-licensed clinical staff as required
- Coordinate with leadership on program development, resource creation, and strategic planning
- Collaborate with leadership on donor stewardship and represent the adult program at fundraising and awareness events

Professional Development

- Stay informed on emerging research and approaches in the grief and bereavement field
- Participate in relevant trainings and conferences

Qualifications

- MSW required; LMSW or LCSW preferred

- 3-5 years of experience in clinical services, program management, and/or community engagement
- Experience facilitating groups and working with volunteers strongly preferred
- Strong problem-solving skills and the ability to adapt in a start-up or early-stage organizational environment
- Excellent interpersonal, written, and verbal communication skills
- Demonstrated resilience, resourcefulness, and ability to manage multiple priorities with a solutions-oriented approach
- Strong project management abilities, with attention to detail
- Comfortable using data and technology (including EHR systems) to support program development and quality improvement
- Spanish-speaking candidates are strongly encouraged to apply

Benefits

- Hybrid Work Schedule (Three days in either the New York City office)
- Medical, Dental, and Vision Plans
- 403B Retirement Plan
- Eligible for Public Service Loan Forgiveness for Federal Student Loans

Please submit your application here:

<https://airtable.com/appOc2btYdP3aDwhQ/pagZ3qhA3lqRAJG3e/form>