



Career Opportunity Director of Psychosocial Services

Location: TBD, but likely near Wellesley, MA

Employment Type: Full-Time

Start Date: Flexible: start date of February 2025 to June 2025

Company Overview:

The Palmer Institute is pioneering a transformative healthcare model that seamlessly integrates mental and physical health, addressing the root causes of chronic health conditions that have reached epidemic proportions. Traditionally, mental health care has been fragmented and siloed from physical health care, often neglecting the underlying causes of illness. This separation leads to treatment failures, chronic suffering, common medical comorbidities, and premature mortality.

The Palmer Institute addresses these challenges by offering a comprehensive “Health Home” for individuals across the entire spectrum of mental and metabolic health conditions. Our standardized, technology-driven, and team-based approach integrates mental health care, primary care, metabolic health, lifestyle, and functional medicine. Our mission is to guide patients toward healing, remission, and sustainable recovery by delivering personalized, evidence-based care that treats the whole person—mind, brain, and body.

As a concierge practice, we empower clinicians to spend more time engaging deeply with patients and collaborating closely with multidisciplinary teams. The strong demand for our services is reflected in our waiting list of over 4,700 people.

Position Summary:

The Palmer Institute is seeking an experienced **Director of Psychosocial Services** to lead our innovative, patient-centered approach to integrated mental and metabolic health care. This leadership role will oversee the planning, delivery, and continuous improvement of psychosocial services, emphasizing holistic recovery and sustainable wellness for individuals with complex mental and physical health needs. The Director will work closely with an interdisciplinary team to ensure that psychosocial services align with and support the Institute’s mission of integrated, team-based care.

Key Responsibilities:

- **Program Leadership & Development:** Design and lead psychosocial services that include individual, family, and group therapy and social support services. Ensure that all services are aligned with the Palmer Institute’s integrative approach to mental and metabolic health.
- **Clinical Oversight & Quality Improvement:** Provide clinical oversight to ensure evidence-based, high-quality psychosocial care. Develop quality assurance measures to continuously improve service effectiveness, patient experience, and outcomes.
- **Team Management:** Recruit, train, and mentor a team of social workers, therapists, case managers, and support staff. Foster a collaborative, supportive team environment that prioritizes patient-centered care and professional growth.

- **Interdisciplinary Collaboration:** Work closely with psychiatrists, primary care providers, and metabolic health specialists to ensure seamless integration of psychosocial services with medical and metabolic care. Promote a holistic approach that supports all aspects of patients' well-being.
- **Service Innovation & Integration:** Collaborate with clinical and technology teams to drive service integration with Palmer Institute's technology platform, supporting care continuity, data-driven decision-making, automated assessment and treatment tools, and the personalization of care plans based on real-time patient insights.
- **Patient Advocacy & Support:** Advocate for patient-centered, compassionate care that addresses the full spectrum of patient needs, from mental health and social support to lifestyle and metabolic interventions. Ensure services promote patient empowerment and long-term wellness.
- **Administrative & Financial Oversight:** Manage budgets, allocate resources effectively, and monitor service performance against key performance indicators. Ensure efficient, sustainable operations that can scale as needed.

Core Values of The Palmer Institute:

1. **Root-Cause Focus:** We recognize that mental and metabolic disorders stem from biopsychosocial factors that are complex and shared. By identifying and addressing these root causes, we help our patients achieve true healing and recovery.
2. **Team-Based Approach:** We foster a collaborative environment where multidisciplinary professionals work together with mutual respect, shared goals, and shared responsibilities to improve patient outcomes. The Palmer Institute team includes psychiatrists, primary care physicians, nurse practitioners, physician assistants, psychologists, psychotherapists, social workers, dietitians, nurses, health and wellness coaches, fitness trainers, rehabilitation specialists, and others.
3. **Technology-Driven Innovation:** We leverage advanced technologies not only to make healthcare more efficient and scalable but also to standardize assessments and treatments. This allows us to replicate successes and continuously improve. By refining our clinical algorithms, treatment decisions, and care strategies based on past patient outcomes, we enhance our ability to deliver personalized, evidence-based care that evolves with emerging insights and data, ensuring better outcomes for all our patients.
4. **Holistic Health:** We prioritize comprehensive care that uniquely addresses mental, physical, *and* metabolic health, recognizing the interconnectedness of these systems in overall wellness.
5. **Patient-Centered Care:** Our approach is tailored to each individual. We believe in empowering our patients with the knowledge and tools they need to take an active role in their health.
6. **Treatment Innovations and Flexibility:** We embrace the use of innovative treatments, including off-label and cutting-edge therapies, while maintaining a careful assessment of risks and benefits. In doing so, we remain connected to the evidence base as well as open to new developments in the field.
7. **Minimizing Harm:** We strive to reduce the unnecessary use of medications and supplements, focusing instead on lifestyle and dietary interventions that support natural healing processes.
8. **Continuous Learning:** We are committed to ongoing professional development and quality improvement, ensuring that our clinicians and staff are equipped with the latest knowledge and skills to provide the best care possible.
9. **Compassionate Care:** We understand that implementing treatment recommendations can be challenging. We support our patients with patience and compassion throughout their healing journey. We extend our support to the families and caregivers who play a crucial role in the healing and recovery process.

Qualifications:

- **Education:** Master's or Doctoral degree in Social Work, Psychology, Counseling, or related field; advanced clinical licensure required (e.g., LCSW, LMFT, PhD).
- **Experience:** 8+ years of clinical experience in a psychosocial or behavioral health role, with 3+ years in a leadership position. Experience with integrated or multidisciplinary care preferred.

- **Skills:** Strong background in program management, team leadership, clinical supervision, and quality improvement. Familiarity with a wide range of psychosocial treatments for diverse patient populations.
- **Attributes:** Compassionate, innovative, and patient-centered approach to care; strong interpersonal skills and commitment to interdisciplinary teamwork.

Benefits:

- Competitive salary
- Health and dental insurance
- 401(k) with company match
- Malpractice insurance
- Paid time off and holidays
- Professional development opportunities

Equal Opportunity Employer: The Palmer Institute is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Application Process: To apply, please submit your CV and a cover letter detailing your relevant experience and why you are an excellent fit for this role to Garrison Grant at garrison@brainenergy.com.