



THERAPEUTIC SERVICES MANAGER

Department:	Program	Job Status:	Full-time
FLSA Status:	Exempt	Reports To:	Chief Program Officer
Work Schedule:	M–F; occasional evenings and Saturdays as needed	Positions Supervised:	None (coordinates with all program staff)
Effective Date:	10/1/2026	Last Revision Date:	5/21/2026

POSITION SUMMARY

The Therapeutic Services Manager leads Safe Haven's clinical assessment, therapeutic programming, and mental health partner coordination functions for families. This role does not provide direct individual therapy; instead, it assesses mental health needs, develops individualized referral plans to therapy partners, facilitates therapeutic group programming at the Community Services Hub, supports staff in trauma-informed practice, and serves as the clinical-lens consultant to Coaches, Navigators, Youth Specialists, and program leadership. The Therapeutic Services Manager helps ensure families have meaningful access to mental health and therapeutic supports as part of an integrated family wellness approach. Ultimately, ensuring families have timely, coordinated, meaningful access to high-quality mental and behavioral health supports and that Safe Haven's programming consistently incorporates a strong trauma-informed clinical lens.

ROLES AND RESPONSIBILITIES

- Conduct clinical/mental health needs screenings/assessments for families referred by Coaches, Navigators, the Hub team, the Youth Specialist, or self-referral.
- Develop individualized referral plans connecting family members to therapy partners (Mental Health Cooperative, Neighborhood Health, and other clinical providers).
- Maintain strong working relationships with mental health, behavioral health, and therapeutic partners; track referral outcomes and follow-through.
- Design and facilitate therapeutic group programming at the Community Services Hub, including parenting support groups, family wellness groups, grief and trauma processing groups, and similar offerings.
- Provide clinical consultation to Coaches, Housing Navigators, the Youth Specialist, and program leadership on family situations involving complex mental health, trauma, or behavioral health needs.
- Support staff training in trauma-informed care, secondary trauma, vicarious trauma, and clinically informed coaching practices.
- Provide clinical consultation and support regarding appropriate response, referral, and escalation when client safety, behavioral health, or mental health concerns arise.
- Coordinate with the Talent & Culture Director on staff wellness, including reflective practice opportunities and supporting staff through difficult cases.

- Maintain accurate, complete records of clinical assessments, referral plans, and group programming in Salesforce.
- Contribute mental-health and wellness data to grant reporting in partnership with the Data & Evaluation Director.
- Participate in regular program leadership meetings and team meetings.
- Maintain confidentiality and uphold professional clinical and ethical standards.
- Adhere to agency policy, procedures, and the professional code of ethics.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Must meet Safe Haven's core values: strive for excellence, serve with compassion, never stop learning, embrace inclusion, cultivate collaboration, communicate with integrity.
- Master's degree in Social Work, Counseling, Marriage and Family Therapy, or related clinical field required.
- Active Tennessee clinical license (LCSW, LMFT, LPC-MHSP) preferred. Candidates actively pursuing clinical licensure with an established supervision plan may also be considered
- Three or more years of post-master's clinical experience, with experience serving families experiencing homelessness, housing instability, trauma, or significant adverse experiences preferred.
- Demonstrated ability to provide culturally responsive, trauma-informed services to individuals and families from diverse backgrounds and lived experiences.
- Strong training and proficiency in Trauma Informed Care; advanced training in trauma-focused modalities (TF-CBT, ARC, or similar) preferred.
- Experience facilitating therapeutic groups strongly preferred.
- Knowledge of Nashville's mental and behavioral health landscape strongly preferred.
- Strong consultation, training, and collaboration skills.
- Proficient in Microsoft Office and Salesforce.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work Environment: Office and Community Services Hub setting.
- Must be able to sit / stand for 8 hours.
- Walking, bending, light lifting up to 25 lbs.
- Must be able to travel to community service providers and families in need.

SALARY / BENEFITS

Starting salary, commensurate with experience and education: \$58,000–\$66,000

Benefits:

- 100% Employer-paid health and dental for individuals
- Additional discounted family coverage available as well
- 18 PTO Days plus 8 sabbatical days annually
- 14 Paid Holidays annually plus 4 floating holidays
- Paid parental/family leave
- 401K Plan (with 5% employer match)

- Employer paid short-term and long-term disability
- Flexible Spending Account options
- Voluntary vision and life insurance

APPLICATION INSTRUCTIONS

If you are interested in this role, please submit an application on our website: [Safe Haven Family Shelter Jobs](#)