

Therapeutic Services Manager

1/27/26



Department: Survivor Services

Reports to: Co-Director of Survivor Services

Status: Full time, salary / exempt

Wage: \$78,000 - \$85,000 annually

Position Overview

Are you passionate about serving survivors of interpersonal trauma, sexual assault, and domestic violence? Do you want to be a part of building a clinical program that recognizes the inherent resilience of survivors and provides therapy services that are strongly rooted in an anti-oppressive framework? YWCA of Greater Portland helps survivors of domestic and/or sexual violence navigate systems and attain safe and stable housing as part of YWCA USA, the largest and oldest provider of domestic violence support services in the world. In this role, you will provide voluntary therapeutic interventions and behavioral health supports to survivors and will lead an innovative clinical services program within the Survivor Services Team. The Therapeutic Services Manager will be on a mission to provide culturally respectful and inclusive mental health services to survivors and their vulnerable children.

YWCA is on a Mission

YWCA is on a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. For more than 120 years, YWCA of Greater Portland has invested in our community, supported survivors, and advocated for the most vulnerable among us: women, children, seniors, the unhoused, and the incarcerated. As one of 200 Associations nationwide, we are proud members of YWCA USA, one of the oldest and largest women's organizations in the nation.

Key Responsibilities

Survivor-centered, trauma-informed therapeutic services

- Provide weekly psychotherapy, as needed, to support survivor's unique recovery goals at YWCA office locations and/or home-based or off-site community-based locations that are safe.
- Carry active caseload as needed during summer break between intern cohorts.
- Conduct assessments and develop strength-based collaborative treatment plans with survivors and their families to determine treatment goals.
- Incorporate safety planning in therapy, including risk assessment and support regarding risk of revictimization, harm to self and harm to others.
- Address the participant's experience of trauma which may include other priorities such as improving coping, addressing common co-occurring experiences of anxiety, depression, and substance use and supporting parents to understand and feel empowered to address their children's experiences with trauma.
- Provide clinical case management and coordination with participant's advocates and relevant parties, for example regarding fair housing, reasonable

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accommodations, school services for youth, referrals to psychiatry, accessing public benefits, etc.

- Provide co-advocacy services at the directive of the survivor, offering support, information, referrals, and individualized safety planning.

Meaningful program management

- Oversee therapy program contracts and ensure implementation of services maintains contractual requirements.
- Describe the opportunities, impacts, and what it really takes to deliver supportive, culturally responsive therapeutic services to survivors.
- Supervise, support, train, and mentor clinicians and graduate level interns; facilitate consistent team meetings to build relationships, strengthen team culture and ensure ongoing professional development.
- Develop positive partner relationships with Universities to recruit qualified interns. Goal of recruiting 7-10 diverse interns per year.
- Provide debriefing and emotional support to DV/SA staff as needed.
- Consult on policy and learning opportunities for colleagues to develop self-care initiatives and reduce impact of trauma on direct service providers and promote a culture of deeper learning and calling in.
- Identify budget priorities; maintain budget and optimize revenue generation opportunities; monitor program revenue and expenditures and adjust program activities as needed.
- Review and analyze data on participant demographics, services delivered, and participant feedback.
- Coordinate the completion of data entry, filing, and eligibility requirement tasks in a timely manner. require adherence to federal, state, and local laws and contract requirements while working within multiple agency systems. All work must be carried out while maintaining absolute participant confidentiality.
- Coordinate with the Development Team to maintain funding and pursue new funding opportunities.
- Coordinate program's creation of annual work plan in accordance with strategic priorities and budgetary requirements in a collaborative and transparent process that engages the whole team.

Strength-based, trauma-informed program development

- Design effective program benchmarks and evaluations, as well as the policies and procedures needed to effectively manage an evolving program.
- Create and manage referral processes for therapy services.
- Develop and administer the Child and Family Services Clinical Program.
- Create policies and practices for child and family services that are aligned with agency values and current clinical program policies.
- Create orientation and training materials for future Child and Family Services clinicians.
- Set up and maintain systems to track data required by funders.

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- Develop, coordinate, and facilitate groups on healthy relationships, parenting, trauma resilience and recovery, vicarious trauma, and other topics related to DV/SA.

Participatory teamwork and responsible representation

- Engage consistently in anti-racism practices and approaches with internal and external work based on a deep understanding of historical and present-day structural racism.
- Represent YWCA and act as a team member with other partner agencies.
- Develop and maintain positive professional relationships with mental health providers in the Greater Portland area, the survivor services team, and YWCA, and establish community partnerships and referral sources.
- Work with finance and development teams to produce reports for funders, donors, and YWCA Board of Directors.
- Meet all contractually required domestic violence trainings plus 12 hours of YWCA Social Justice Training annually; commit to ongoing participation in continuing education including DV and Fair Housing legal changes.
- Help set strategic priorities and agency-wide policies as a member of the Leadership Team.
- Represent the program and YWCA in the community, with community partners and other collaborators.
- Uphold YWCA of Greater Portland's mission, vision, and values by acting with integrity, accountability, and responsibility toward community-based projects, fellow employees, volunteers, donors, and everyone the organization engages with.
- Perform other duties as assigned.

The Ideal Candidate

- Commits to eliminating racism and empowering women, strives for equity in all aspects of their work, and has a strong understanding of trauma-informed principles and practices.
- Communicates clearly, consistently, and kindly with agency partners, and colleagues, and responds in a timely, compassionate, and appropriate way to multiple partners.
- Manages a complicated and frequently deadline-driven work environment with consistent and effective self-care strategies and techniques.
- Advocates for social justice, including furthering the rights, protections, access to safety, and empowerment of historically oppressed, under-represented, and / or marginalized communities.
- Regulates personal emotions and practices self-care while enduring high amounts of stress and vicarious trauma.
- Brings an intersectional lens to the work that focuses on lived experience, resiliency, and opportunities for calling in and deeper learning.

Skills, Knowledge, & Experience

- **Required:** Master's degree from an accredited university in Social Work, Counseling or Psychology with specialization in Child Family Therapy.
- **Required:** 40-hour Domestic Violence Advocate Training (can be provided upon hire)
- **Current licensure is preferred, but YWCA may be able to cover supervision fees for the right applicant.**
- Experience providing clinical services to youth and families, and either experience or a keen interest in working with survivors of domestic and sexual violence.
- Familiarity with clinical assessment, DSM V diagnosis, collaborative treatment planning, risk assessment and safety planning and therapeutic interventions to treat trauma.
- Ability to manage caseload independently, schedule appointments, be responsive and consistent when communicating with survivors.
- Ability to build rapport and strong engagement skills with survivors from diverse cultural and economic backgrounds, maintain and respect confidentiality, and consistently treat others with respect and dignity.
- Excellent written and oral communication skills; strong attention to detail and solid data entry and clinical documentation skills including keeping up-to-date and accurate records, complete documentation of all services (intakes, releases of information, demographics tracking and statistics within Electronic Health Records) in a timely manner consistent with agency expectations.
- Proven ability to balance urgency and self-care through effective decision making and clear boundaries.
- Resourceful, persistent, and motivated self-starter capable of balancing work priorities and calendar while also being responsive to survivor needs.
- Able to use Microsoft Office, Excel, Google Suite, and Adobe Acrobat
- Able to maintain files and complete data entry and record keeping.
- Bi-lingual/Bi-cultural highly preferred
- **Flexibility, kindness, discretion, and a sense of humor are essential.**

Job Conditions

- Primarily remote position in Portland Metro Region that requires in-person meetings with program participants, colleagues, and other partners at varied community locations.
- Therapists will provide clients with office-based, telehealth and/or community-based psychotherapy to meet their unique needs.
- Must be able to provide own transportation. Travel is reimbursed.
- Laptop, phone, and other work-from-home equipment as needed will be supplied.

Benefits

- 100% Employer-paid comprehensive medical, vision, and dental insurance coverage (with a no deductible option).
- Generous paid time off (including 13 paid holidays).
- Employer paid Life, Short- and Long-Term Disability Insurance.

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- Unlimited access to no-cost Social Justice Trainings (see ywcapdx.org) and additional position-specific professional development.
- 100% Employer-paid pension plan (generous contribution) after 2 years of service in the YWCA Retirement Fund, one of the oldest pension plans in the country; a 403(b) Retirement Savings plan is available to all new employees.
- Membership in the YWCA USA sisterhood, a 150-year-old network of 200 associations worldwide.

Our Hiring Philosophy

We believe that a diverse, equitable, and inclusive workplace makes us stronger, more creative, and more resilient. As an organization that works to amplify the voices of those from different ethnic, racial, and cultural communities, religions, gender identities, sexual orientations and/or expressions, we highly encourage people from all backgrounds, ages, abilities, and experiences to apply.

YWCA of Greater Portland is an equal opportunity employer. We do not discriminate based on race, color, ancestry, religion, national origin, sexual orientation, age, citizenship, marital or family status, disability, gender, gender identity or expression, pregnancy or caregiver status, veteran status, justice-involved background, or any other legally protected status. We work to ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application and interview process, to perform essential job functions, and to receive other benefits and privileges of employment.

YWCA is on a mission to eliminate racism, empower women and promote peace, justice, freedom, and dignity for all. Multicultural, multilingual, BIPOC, and LGBTQ+ voices matter to us. We encourage everyone who is passionate about our mission and who can bring valuable lived experience to this position to apply, even if you don't believe you meet all the described qualifications. YWCA will not hire someone currently receiving services or within the first 6 months of ending YWCA services. YWCA cannot provide services for our own employees but can provide referrals to other agencies.

YWCA does not allow or condone the use of generative AI (artificial intelligence) in our workplace. Applications are screened with AI detection software. Applications that use AI will be discarded.

Application Instructions

This position is open until filled, and interviews will be conducted on a rolling basis as applications are received. To apply, please email employment@ywcapdx.org with the following:

- Cover letter that highlights what inspires you about our mission and how your professional and/or personal experiences will strengthen YWCA's therapeutic services for survivors
- Resume
- 3 to 5 references

ONLY complete applications will be considered.