

APS Program Manager

Adult Protective Services

Job Location: Davidson County (HYBRID)

Click [here](#) to apply by: February 9, 2026



DHS MISSION:

Strengthen Tennessee by
Strengthening
Tennesseans

DHS VISION:

To revolutionize the
customer experience by
growing capacity to
reduce dependency.

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Click [here](#) to find out
more about unique
benefits:

- Pension
- 401K Match
- Family Tuition
- 12 Paid Holidays
- Career Mentoring
- Emotional Health/
Wellness Programs

TARGET RANGE:

\$61,200 - \$76,476

The directly related
experience, knowledge,
skills, and abilities of the
selected candidate will
determine the actual
salary offer.

ABOUT POSITION

We believe that all vulnerable adults deserve to be safe, valued, heard, and treated with dignity.

The Adult Protective Services divisional staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified risk to the adult.

This position plays an integral part in supporting program staff to keep vulnerable Tennessee adults safe through reporting, data management, and technical assistance for the program.

RESPONSIBILITIES

- This position is crucial in ensuring that services are delivered effectively and that staff have the tools and information they need to make informed decisions.
- Recommends, develops, and implements strategic solutions to improve efficiency and ensure compliance with state requirements and department/program goals.
- Oversees and reviews the operation and design of the case management system and provides technical assistance to internal and external users.
- Obtains, compiles, and analyzes statistical data and other information from databases, reports, and other relevant sources.
- Researches, analyzes, develops, and designs reports and visual aids used to identify trends and opportunities for improvement.
- Collaborates with providers, other departments, and external organizations to explain, interpret, and understand program requirements that impact internal/external customers to ensure needs are met effectively.
- Strong communication and analytical skills with extensive attention to detail-oriented skill set and mindset.
- Proven experience and success in strong leadership role.

QUALIFICATIONS



Education and Experience: Bachelor's degree and experience equivalent to five years of full-time professional work in one or a combination of the following: social services and/or human services case management, gerontology, investigations regarding vulnerable persons, psychology, or sociology.

Substitution of Graduate Education for Experience: Graduate course work in any of the above fields may be substituted for the required experience, on a year-for-year basis, to a maximum of two years. There being no substitution for the additional three years of experience.

OR

Experience equivalent to two years of supervision of APS intake or field staff with the State of Tennessee.