

CIVIL SOCIETY

CASE MANAGER FOR HUMAN TRAFFICKING VICTIMS

Case Management Responsibilities:

- Ensure that services are provided in a planned, effective, and timely manner to eligible victims of human trafficking. Services should support and strengthen clients' motivation and capacities to become self-supporting.
- Create and maintain a four-section client case file including safety planning plan for all assigned victims of human trafficking. Document activities in each client file through timely case notes which reflect the status of each case.
- Make regular contact with clients through shelter and office visits, telephone calls and emails until case closure.
- Facilitate and implement a Self-Sufficiency Plan for each assigned case in conjunction with an agreement signed by the client.
- Assess medical and dental needs and request appointments as needed for each member of each case.
- Maintain open communication with staff on behalf of clients in accordance with individual Self-Sufficiency Plans, while honoring confidentiality.
- Maintain efficient communications with community resources, informing them of procedures and guidelines, to encourage their involvement with our clients, and to recognize their value to the victims of human trafficking.
- Facilitate referrals for basic services available to victims of human trafficking including medical, dental, mental health, cash assistance programs, driver's licensing, WIC, school registration, childcare, medical care, legal aid, immigration services, ESL, and vocational counseling.
- Help with case management program growth.
- Coordinate client services with immigration legal and law enforcement requirements, so that client is enabled testify against trafficker/exploiter.
- Ensure compliance with Civil Society Confidential Policy.

Qualifications:

- Warm, enthusiastic personality
- Team spirit
- Ability to take responsibility and to inspire others to action
- Computer skills, Windows Vista, Microsoft Word, Outlook, Excel

- Organizational skills with attention to detail
- Excellent written and verbal communication skills
- Able to work under pressure
- Transportation
- Ability to form trust-based, safe, and professional relationships with clients
- Emotional Maturity

Preferred:

- Prior multicultural experience
- Experience working with victims of human trafficking
- Bilingual
- LCSW, MSW or BSW in Social Work or on a formal internship – supervised plan through a university or college