

Human Trafficking Case Manager

Howard County, MD

Description

Position Title: Human Trafficking Case Manager

Supervisor: Anti-Trafficking Director

FLSA Status: Exempt **Employment Status:** Full-time

Salary: \$42,800/year

The Human Trafficking Case Manager will provide both direct case management services to HopeWorks' program participants as well as perform program support functions for the Anti-Trafficking Department. HopeWorks' staff, board and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual violence and a commitment to social justice. The successful candidate will also have demonstrated expertise on the topic of human trafficking and will be experienced in providing survivor-centered and trauma-informed advocacy.

Essential Duties and Responsibilities:

CASE MANAGEMENT:

- Provide intake and case management services for residential program participants (with a focus on clients aged 18-24 and survivors of human trafficking) and non-residential survivors of human trafficking
- Conduct needs assessment and make appropriate referrals
- Provide crisis stabilization services and safety planning as needed
- Advocate with other agencies, landlords, and housing providers on behalf of program participants
- Monitor on-going client needs during their stay in the program and implement post program follow-up for emergency shelter, transitional housing, and Rapid Rehousing programs
- Complete assessments, intakes, and exits— managing related documentation with accuracy and timeliness
- Attend Anti-Trafficking and Residential department meetings and retreats
- Able to effectively de-escalate program participants and mediate potential conflicts
- Assist Residential Advocates in responding to difficult situations including issues of self-care
- Attend relevant professional development trainings as needed
- Other duties as assigned

PROGRAM MANAGEMENT SUPPORT:

- Serve as the agency representative to local, and state level human trafficking coordinating bodies as needed
- Serve as the point of contact for Office of Human Trafficking Prevention, law enforcement and partner agencies
- Update and manage resource and referral lists specific to human trafficking
- Assist with facilitating and growing the Human Trafficking Peer Support group
- Support Anti-Trafficking Department with community education and training on human trafficking
- Support grant management including collecting and maintaining grant-required data in a timely manner
- Manage "On-Call" phone Monday through Friday
- Other duties as assigned

Requirements

Minimum Qualifications:

- Bachelor's degree in human services, social work or related field and/or two years related experience

- Previous experience working in a shelter or with family violence, gender-based violence or human trafficking
- Excellent oral and written communication skills
- Committed to HopeWorks' mission and social justice framework
- Team oriented and able to implement a survivor-centered approach to providing services
- Current driver's license and reliable transportation with up to date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

Competencies:

An individual should demonstrate the following competencies to perform the essential functions of this position.

Dealing with Ambiguity:

Can effectively cope with uncertainty, change, and be comfortable in situations that do not explicitly have written standards.

Compassion Show kindness, care, and a willingness to help and support others, including program participants and co-workers.

Approachability:

Being accessible, self-aware and consciously breaking down perceived barriers, having appropriate body language and verbal communication for program participants and co-workers to feel comfortable giving and receiving feedback.

Problem Solving:

Identifies and resolves problems in a timely manner and skillfully gathers and analyzes information.

Communication: Oral and Written

Speaks comfortably with a diverse array of individuals and groups. Clearly and persuasively communicates decisions and orders to avert crises.

Judgment:

Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.

Crisis Intervention:

Responds appropriately to a program participant in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces distress,

Crisis Management:

Makes sound and timely decisions under pressure. Recognizes what is most suitable in a particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility.

Organization:

Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.

Professionalism:

Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.

Equity:

Supports and promotes an environment that supports and provides opportunities for all, regardless of race, religion, nationality, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To Apply: Applicants must submit a letter of interest and complete resume.

NO phone calls