



Apply

## **Anti-Trafficking Case Manager**

Columbia, MD • Anti Trafficking

### **Description**

The Anti-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 understand 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 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 with gender-based violence and/or human trafficking
- Demonstrated commitment to HopeWorks' social justice framework
- Excellent oral and written communication skills
- 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 additional 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.

**Commitment to Social Change and Social Justice:** Willing and able to approach their work with an understanding and appreciation of social change and social justice issues

**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.

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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 Apply: Applicants must submit a cover letter or letter of interest to be considered for this position. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.