



## CASE MANAGER

### *Position Description*

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#### **ABOUT RESTORE NYC**

Restore NYC identifies and serves foreign national women who have survived sex trafficking. We believe trafficking is a problem that has a solution, and we are fighting this injustice in NYC and across the country. Learn more about us on [our website](#).

#### **JOB SUMMARY**

Reporting to the Supervising Counselor, the Case Manager who is Mandarin fluent will be Restore's lead staff person providing comprehensive trauma-informed case management services to foreign national women who are pre-certified or certified survivors of trafficking. Restore launched its case management services in early 2016 through funding support by USCRI's TVAP program.

Case management is the central component in the provision of comprehensive victim-centered services to trafficking survivors. The case manager performs multiple roles as point person, survivor advocate, and facilitator of communication in order to help the survivor navigate complex criminal justice and social service systems.

The Case Manager role requires the individual be supremely organized and detail-oriented with good proactive instincts for how best to serve survivors in a fast-moving and rapidly changing environment. Must be flexible, be able to anticipate needs, manage a busy schedule, and improve systems. The individual in this role requires facilitating the best use of their time, juggling competing priorities, prioritizing the survivor first, and interfacing well with diverse survivors, community partners and internal staff.

This is a full-time position requiring a commitment of 40-45 hours per week. The shifts are generally Monday-Friday 10 a.m. – 6 p.m. or 9 a.m. – 5 p.m. at our Midtown office, although some evening hours may be required given clients' varying schedules. The Case Manager will be eligible to enroll in Restore's major medical, vision, dental and life insurance plan.

#### **SPECIFIC RESPONSIBILITIES**

##### COORDINATION AND ADVOCACY (40%)

- Manage all case management referrals to Restore, in collaboration with Manager of Program Operations; ensure smooth processes for case management transition and assignment of clients to program staff and interns
- Provide technical assistance, consultation, and opportunities for training new case managers and counselor advocates who join the Restore team
- Provide comprehensive case management through advocacy, education, and resource coordination to up to 20 foreign national women who are pre-certified or certified survivors of trafficking
- Conduct on-going strengths and needs assessment, safety planning, crisis prevention plans, goal setting and individualized service plans with clients
- Regularly review with clients the roles and responsibilities of the multiple professionals serving the survivor, including the case manager, attorney, law enforcement, etc.
- Collaborate and coordinate services with external partners (attorneys, law enforcement, public benefits offices, OVS, medical professionals, housing services, and others) to provide a continuum of care for survivors; ensure referrals espouse a commitment to client-centered, trauma-informed services
- Assist and empower survivors of human trafficking clients to obtain public benefits, medical care, counseling, legal services and housing
- Accompany clients to appointments with her attorneys, medical care, to meet with law enforcement, etc.
- Identify service gaps and strategize possible referrals to new providers to ensure comprehensive survivor assistance

#### IMPACT ASSESSMENT AND DOCUMENTATION (30%)

- Complete documentation in a timely, accurate and complete manner
- Ensure adherence to HIPPA requirements as well as APA, ACA, and NASW ethical guidelines
- Complete quarterly impact assessment with survivors, perform data entry in our client management data system for program evaluation and outcome monitoring
- Oversee and complete monthly administrative and financial reports to TVAP for clients receiving case management

#### ADDITIONAL PROGRAMMATIC RESPONSIBILITIES (20%)

- Attend weekly supervision with the Supervising Counselor
- Attend other education/training and consultation meetings with staff including weekly referrals meeting, weekly client services meeting, team check-ins and prayer meetings, staff “quarterlies” once every three months (2-day event)

#### OTHER (10%)

- Serve in on-call capacity at least 2 weeks per month: respond to crises and emergencies appropriately, interact with law enforcement and service providers as needed; Provide emergency practical assistance including transportation and

accompaniment, food cards, financial assistance, emergency cell phones, etc.

- Conduct crisis response, responding to calls from our law enforcement partners (federal and local) and assist with trafficking identification and emergency service provision to potential survivors of trafficking

## **QUALIFICATIONS**

- Affirm the Nicene Creed and attend a Christian church
- LMSW strongly preferred
- At least 1 year of experience providing case management with one or more of the following populations: persons being trafficked, immigrants, refugees, victims of violent crimes, intimate partner violence, and/or torture survivors
- Success in roles requiring execution of multiple tasks and the ability to prioritize client's needs and manage an on-going task list
- Can remain focused in the face of pressure, consistently delivers against timelines, energized by tasks/time limitation
- Experience working with individuals impacted by trauma and working with immigrant women and/or at-risk populations
- Training in trauma informed care and survivor-centered practices
- Strong relational skills and engagement with survivors
- Strong organizational skills and attention to detail
- Humble, hungry, and smart in leadership roles and responsibilities
- Keen self and social awareness, well-developed self and relationship management skills
- Deep commitment to the healing and well-being of survivors of sex trafficking
- Flexible in the face of an ever-changing work environment, exceptionally dependable, and able to work well with a diverse team
- Mandarin fluency required

## **ADDITIONAL INFORMATION**

The following are some key aspects of our organizational culture that guide our behavior:

- We always prioritize the health and well-being of the survivor
- We take personal responsibility for deliverables
- We support each other so that we can recharge and refresh, whether it is vacation, retreat days, or other activities (professional development classes, meetings with like-minded partners)
- We sacrifice ego for the collective good of the team

*If interested in this position, please send your cover letter and resume to [recruiting@restorenyc.org](mailto:recruiting@restorenyc.org)*