



CASE MANAGER

Position Description

JOB SUMMARY

Reporting to the Assistant Director of Client Services, the Case Manager will be Restore's primary 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 USCRI's TVAP program, and now with a steady caseload we are increasing our capacity to serve more women in this area.

In this new position at Restore, the case manager will oversee all referrals for case management services, will provide case management services to a caseload of 15 clients, and oversee the administrative and financial reporting responsibilities for all clients receiving case management at Restore. Although this position does not hold supervisory responsibility of staff or interns, we anticipate future expansion of the role with supervisory tasks. This position does require regular consultation and support to fellow colleagues - staff and interns - serving clients in a case management capacity.

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. She must be flexible, be able to anticipate needs, manage a busy schedule, and improve systems when needed. The individual in this role requires facilitating the best use of her time, juggling competing priorities, prioritizing the survivor first, and interfacing well with diverse survivors, community partners and internal staff. The Case Manager will manage confidential information and will be expected to maintain strict confidentiality and exhibit discretion, good judgment and professionalism in all activities.

This is a full-time position requiring a commitment of 40 hours per week. The shifts are generally Monday - Friday 10 a.m. - 6 p.m. and include some evenings and weekends, with flexible scheduling and comp time to offset on-call work hours.

SPECIFIC RESPONSIBILITIES

Coordination and Advocacy (30%)

- Provide comprehensive case management through advocacy, education, and resource coordination to up to 15 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 survivors receiving case management
- Regularly review with clients the roles and responsibilities of the multiple professionals serving the survivor, including the case manager, attorney, law enforcement, etc.
- Provide resource coordination to other clients at Restore as needed (and with capacity), including clients at risk for trafficking and women not yet identified as survivors of trafficking
- 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
- Accompany clients to appointments with her attorneys, medical care, to meet with law enforcement, etc.
- Communicate and follow up with professionals within the criminal justice and/or

social service systems - advocate on behalf of the survivor as needed to help reduce barriers, and monitor and evaluate the effectiveness of the intervention in meeting the survivor's needs and achieving the survivor's goals

- Provide accurate updates about the case status to service provider organizations involved in service with the survivor, also define limitations on what can and cannot be shared among different organizations to protect survivor confidentiality
- Understand the limitations of each service provider's response capacity and the funding restrictions under which they operate
- Identify service gaps and strategize possible referrals to new providers to ensure comprehensive survivor assistance

Crisis Response and On-Call (5%)

- Serve in on-call capacity at least two 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

Impact Assessment and Documentation (30%)

- Complete necessary 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 over time
- Oversee and complete monthly administrative and financial reports to TVAP for clients receiving case management
- Send bi-weekly case management program updates to Manager of Program Development

Administrative - Supervision, Meetings, Referrals (35%)

- Attend weekly supervision with Assistant Director of Client Services
- 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)
- Manage all case management referrals to Restore, in collaboration with Manager of Program Operations; ensure complete, accurate, and timely data entry in our client management data system, 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 advocates who join the Restore team

QUALIFICATIONS

- Affirm the Nicene Creed and attend a Christian church
- LMSW or LCSW
- 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, domestic violence, and/or torture survivors
- Bilingual fluency in either Spanish or Mandarin required
- Success in roles requiring execution of multiple tasks while responding to multiple priorities
- Can remain focused in the face of pressure, consistently delivers against timelines, energized by tasks/time limitation
- 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
- Flexible in the face of an ever-changing work environment, exceptionally dependable, and able to work well with a diverse team
- Deep commitment to the healing and well-being of survivors of sex trafficking
- Training in trauma informed care and survivor-centered practices

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 a cover letter and resume to recruiting@restorenyc.org. **No calls please.** We will only respond to those candidates we wish to interview.