



United Against Human Trafficking

Case Manager Job Description

Case Manager:

The Case Manager will engage with clients who are victims of human trafficking to assess needs, connect with appropriate services, and advocate to ensure the provision of comprehensive services which meet their identified needs and goals. This position requires an understanding of a trauma-based, client-centered approach in serving clients. This position requires field work and travel throughout the Houston area to provide services to trafficking survivors and to develop and work with community partners. Some evenings and weekends may be required. **MUST BE BILINGUAL** (Spanish- fluent, read/write).

Responsibilities:

- Manage intake for new clients, including the initial screening, assessment, service plan, and safety plan;
- Meet regularly with client for ongoing service plan updates and assist with coordinating appointments to address health, mental health, legal, employment, education, and any additional needs that are assessed, and accompany clients as needed;
- Manage case files and maintain accurate client documentation in hard copy files and/or in database;
- Identify barriers to services and/or advocate for services with external service providers;
- Facilitate groups as scheduled;
- Ensure and respect client confidentiality at all times;
- Advocate for culturally and linguistically appropriate services for clients;
- Participate in outreach, including speaking to community and faith-based organizations;
- Monitor the Credible Tips line, returning all calls in a timely manner and documenting referrals and follow ups;
- Coordinate with client, staff, and partners to address emergency needs;
- Work closely with UAHT staff to intake client referrals in a timely manner;
- Attend program meetings and trainings as scheduled in-house and in the community.

Qualifications:

- Master's degree in Social Work, Psychology, or closely related field;
- LMSW, LCSW, LMFT, or LPC;
- 3 years of previous case manager experience;
- Bilingual **REQUIRED** (Spanish- fluent, read/write);
- Strong working knowledge of motivational interviewing;
- Experience with appropriate client documentation;
- Experience facilitating client groups;
- Experience working with victims of human trafficking;

- Ability to follow instructions, work independently and with minimum supervision;
- Strong organizational and time management skills with the ability to meet deadlines;
- Strong and effective verbal and written communication skills;
- Ability to work and interact with diverse groups of people;
- Must have own vehicle, insurance, and a valid driver's license.

General Responsibilities:

1. Maintain a working knowledge of significant developments and trends in the field.
2. Assist all UAHT staff with special projects on an as needed basis.

United Against Human Trafficking (UAHT), is an organization whose mission is to end human trafficking through educating the community, preventing exploitation, and empowering survivors. Courageously unifying our community to end human trafficking and creating innovative solutions to break the cycle of modern-day slavery. We fight so that all may live free.

UAHT is an equal opportunity employer and provides a number of benefits to qualified employees. Normal business hours are Monday through Friday from 9:00 AM – 5:00 PM. However, this is a full-time position requiring flexible hours including evenings and weekends.

To apply for this position, please send a resume and cover letter to hr@uaht.org. To learn more about the organization, visit www.uaht.org.