

## Case Manager Position

### Scope of Work:

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.

### Responsibilities:

- Manage initial 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 in database;
- Identify barriers to services and/or advocate for services with external service organizations;
- 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 up contacts;
- Facilitate various groups consisting of clients, youth, and/or caregivers;
- 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:

- Bachelors in Social Work, Psychology, or closely related field required; Master's degree in Social Work preferred.
- 3 years of previous case manager experience;
- Bilingual preferred (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;
- Strong interpersonal skills with the ability to apply compassion and empathy while dealing with stressful and difficult situations;
- Ability to work and interact with diverse groups of people;
- Must have own vehicle, insurance, and a valid driver's license.