



United Against Human Trafficking

Job Description for the Lead Case Manager

The Lead 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 fieldwork and travel throughout the Houston area to provide services to trafficking survivors and to develop and work with community partners. This position will have supervisory duties over the other Case Managers and other Client Service team members.

Desired Experience and Qualifications:

Education/Experience: Master's degree in Social Work, Psychology, or closely related field; LMSW, LCSW, LMFT, or LPC; 3 years of previous case manager experience. Prefer bilingual.

This person reports directly to the Chief Programming and Strategy Officer.

Qualifications:

1. Strong working knowledge of motivational interviewing
2. Experience with appropriate client documentation
3. Experience facilitating client groups
4. Experience working with victims of human trafficking
5. Ability to follow instructions, work independently and with minimum supervision
6. Strong organizational and time management skills with the ability to meet deadlines
7. Strong and effective verbal and written communication skills
8. Strong interpersonal skills with the ability to apply compassion and empathy while dealing with stressful and difficult situations
9. Ability to work and interact with diverse groups of people
10. Must have own vehicle, insurance and a valid driver's license

Responsibilities:

1. Manage initial intake for new clients, including the initial screening, assessment, service plan, and safety plan
2. 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
3. Manage case files and maintain accurate client documentation in hard copy files and in database
4. Identify barriers to services and/or advocate for services with external service organizations
5. Ensure and respect client confidentiality at all times
6. Advocate for culturally and linguistically appropriate services for clients
7. Participate in outreach, including speaking to community and faith-based organizations
8. Monitor the Credible Tips line, returning all calls in a timely manner and documenting referrals and follow up contacts
9. Facilitate various groups consisting of clients, youth, and/or caregivers
10. Coordinate with client, staff, and partners to address emergency needs
11. Work closely with UAHT staff to intake client referrals in a timely manner
12. Attend program meetings and trainings as scheduled in-house and in the community

General Responsibilities:



Agency Compliance

1. Reports to work consistently and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time
2. Follows instructions; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate persons with an alternative plan
3. Understands agency policies and procedures and effectively adheres to them
4. Maintains appropriate levels of documentation and confidentiality regarding client files, reports, correspondence, personnel, and financial paperwork
5. Understands and adds to the outcomes and progress of departmental goals
6. Attends department, agency-wide staff meetings and other meetings as scheduled
7. Communicates proactively and professionally with peers and stakeholders through phone and email
8. Follows all regulatory requirements for reporting suspected abuse or neglect

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views
2. Gives and welcomes feedback
3. Inspires and motivates others to perform well; gives appropriate recognition to others
4. Acts respectfully and supportively towards other team members' efforts
5. Accepts responsibility and willingness to be accountable for work product and professional growth
6. Identifies and resolves problems in a timely manner; works well with group problem solving situations; uses reason even when dealing with emotional topics
7. Displays willingness to make decisions; exhibits sound and accurate judgement; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions

Supervisory Responsibilities

1. Supervises and guides assigned staff, interns and volunteers to include management, implementations, and evaluation
2. Manages the department team effectively to ensure completion of work, high level of cooperation, and integration with other departments
3. Interviews, hires, and trains employees or volunteers; plans, assigns, and directs work; appraises performance; rewards and disciplines employees or volunteers
4. Addresses and manages employee complaints and team/employee issues
5. Involves staff in planning, decision-making, facilitating, and process improvement
6. Develops supervisee skills and encourages growth
7. Works continuously to improve supervisory skills, including communication, conflict resolution, leadership, critical thinking, interpersonal skills, time and priority management, diversity and generational differences in the workplace, problem solving
8. Assess own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others
9. Participates in Managerial staff meetings and trainings

United Against Human Trafficking (UAHT), is an organization whose mission is to end human trafficking through educating the community, preventing exploitation, and empowering survivors. 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 – 6:00 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.