



## Job Description for Case Manager

The Case Manager is responsible for engaging clients to assess needs, connecting clients to care, and advocating to ensure the provision of comprehensive services meets identified needs and goals. The population served through this case management program will be adults who have been trafficked (sex, labor and/or both), foreign nationals and/or domestic U.S. Citizens. This position requires an understanding of a trauma-based, client-centered approach in serving clients. This position requires field work and travel throughout the Greater Houston area to provide services to trafficked persons and work with community partners.

This position reports to the Lead Case Manager

### **Education/Experience:**

Master's degree in Social Work, Psychology, Sociology or other social sciences strongly preferred.

Minimum 5-7 years of previous case management experience

Experience with housing is preferred

Experience with trauma informed care model and conflict resolution

Bilingual strongly preferred (Spanish- fluent, read/write)

Experience working with victims of human trafficking, survivors of sexual violence, domestic violence or similar population.

### **Qualifications:**

1. Strong working knowledge of motivational interviewing
2. Ability to work independently to gather resources
3. Ability to maintain confidentiality of client information
4. Strong organizational and time management skills with the ability to meet deadlines
5. Strong and effective verbal and written communication skills
6. Strong interpersonal skills with the ability to apply compassion and empathy while dealing with stressful and difficult situations
7. Ability to work and interact with diverse groups of people
8. Experience working with vulnerable populations, i.e., human trafficking victims, undocumented immigrants, homeless populations, individuals involved with the criminal justice system, etc.
9. Proven ability to work as a team-player while maintaining positive working relationships
10. Proficient PC skills such as e-mail, MS office, Power point, etc.
11. Valid driver's license, insurance and reliable transportation required

### **Responsibilities:**

1. Manage initial intake for new clients, including the initial screening, assessment, service plan, and safety plan
2. Coordinate with client, staff, and partners to address emergency needs
3. Work closely with UAHT staff to intake clients in a timely manner
4. Work closely with UAHT's Outreach Team to identify human trafficked persons
5. Provide short-term supportive counseling, advocacy, resources and educational support to clients
6. Meet regularly with clients 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
7. Manage case files and maintain accurate client documentation in hard copy files and in database
8. Identify barriers to services and/or advocate for services with external service organizations



9. Respect and always ensure client confidentiality
10. Advocate for and provide culturally and linguistically appropriate services for clients
11. Monitor the Credible Tips line, returning all calls in a timely manner and documenting referrals and follow ups
12. Builds network of referrals to meet the variety of need for diverse clients
13. Actively coordinate and connect clients to care with other treatment and service providers in the community
14. Collaborates closely in team environment to coordinate care, provide social activities, and facilitate groups
15. Provides crisis services as appropriate to program clients
16. Maintains complete and accurate electronic records and paper files on each client served
17. Participate in community meetings to better enhance services, this includes meeting regularly with other case managers serving human trafficked persons
18. Work closely with partners to generate an increase in the number of human trafficking victims identified

**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 several 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 some evenings and weekends.

To apply for this position, please send a resume and cover letter to [hr@uaht.org](mailto:hr@uaht.org). To learn more about the organization, visit [www.uaht.org](http://www.uaht.org).