

**Montgomery Area Family Violence Program, Inc.
Family Sunshine Center**

Position Title: Case Manager

Program: Human Trafficking

Reports To: Director of Residential Programs

Status: Full-Time, Exempt

Work Site: Human Trafficking Program Site

Summary: The Case Manager provides crisis services, initial assessment and case management services to clients referred to the program as victims of human trafficking.

1. Create individualized service plans that help survivors identify and reach their goals through life skills capacity building, employment and education assistance, and economic empowerment programs.
2. Assist clients in completing applications for and accessing public benefits, housing, medical, therapeutic, dental care, and employment opportunities. Accompany clients as needed.
3. Conduct intake, assessments, and outcome evaluations as needed.
4. Supervise or lead some evening or weekend client community-building activities and outings.
5. Manage case files and provide progress notes after each client interaction. Maintain written records of all needs, service plans, and goal achievements.
6. Review and revise crisis intervention and case management protocols, policies, and procedures as needed.
7. Assist with data collection and analysis and grant reporting.
8. Coordinate meetings with law enforcement, human trafficking task force managers, and others.
9. Become familiar with resources and community services that meet the needs of the clients; Cooperate with other agencies in the social service system to provide good networking of client services and assist clients in accessing resources to help meet their individualized goals.
10. Provide public outreach information at various venues, health fairs, and informational events.
11. Adhere to all grant requirements.
12. Work with volunteers to coordinate and organize their work with clients.

Qualifications:

- B.S. Degree in Human Services or a related field
- 3 years' experience working in social service field; residential experience preferred
- At least two years providing case-management services in a trauma-informed setting
- Demonstrable knowledge of working with victims of human trafficking

Knowledge, Skills and Abilities

- Ability to maintain poise and self-control in crisis situations.
- Ability to communicate with and be sensitive to the needs of people of various backgrounds.
- Knowledge of trauma-informed best practices;
- Motivational interviewing skills;
- Ability to determine and prioritize appropriate victim services;
- Exhibits excellent interpersonal and leadership skills;
- Knowledge of current social and economic problems and the way these problems affect families and individuals;
- Ability to identify and use community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Ability to develop and maintain effective working relationships with other agencies and to be cooperative in managing referrals;
- Makes good use of time and acts professionally and responsibly in all work areas;
- Exhibits strong verbal and written communication skills;
- Strong computer skills in current Microsoft applications to include Outlook, Word, Excel, PPT, and Publisher.

Travel Requirements:

Local and statewide travel as needed and required by funding sources for training, meetings with other partners, or client assistance/transportation; reliable transportation, valid driver's license and liability insurance coverage is required.

I have received, reviewed and fully understand the job description for Case Manager. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

Employee Name

Date

Employee Signature