



Coalition to Abolish Slavery & Trafficking

CASE MANAGER

PURPOSE OF POSITION

This position directly reports to the Supervising Case Manager and is under the Empowerment Programs Department. The Case Manager provides intensive case management and crisis intervention to survivors of human trafficking and modern day slavery. The Case Manager must excel at client-centered advocacy, managing competing priorities, and facilitating access to services for clients. This responsible position contributes to social services and long-range program planning, and assists in developing and maintaining relationships with community partners who will accept service referrals of CAST clients. This position requires thorough knowledge and understanding of a human rights, strengths-based approach in serving clients. The Case Manager should be familiar with and employ key social work values, including client empowerment, professional boundaries, and self-care. He/she should also possess client management expertise, independent decision making ability, and excellent interpersonal and team-building skills. This position requires field work and travel throughout Los Angeles County to develop and work with partners and to provide services to trafficking survivors in the Los Angeles region. The Case Manager also participates on a rotational basis in covering CAST's 24-hour Hotline.

ESSENTIAL DUTIES

Case management: Provide survivor-driven, client-centered timely and professional case management for domestic and foreign national victims of human trafficking.

- Participate in initial screening and assessment of new referrals;
- Manage initial intake for new clients, including initial safety and service planning;
- Provide crisis intervention and supportive counseling;
- Provide ongoing service planning with clients and maintain written records of all service plans and achievements;
- Help clients coordinate, health, mental health, legal, employment, education, criminal/civil case, and DPSS appointments and accompany/drive clients as needed;
- Assess the need for and distribute emergency funds and resources to clients;
- Manage case files and provide detailed progress notes in hard copy files and in database on a *daily* basis; and
- Update holistic client assessments at least quarterly, including in hard copy client files and database.

Client Advocacy and Outreach: Ensure that client rights and needs are protected at local service delivery level and by service providers.

- Identify barriers to services and advocate for higher quality of services with external service organizations;
- Ensure protection of identify and confidentiality in line with survivor's safety, needs and preferences; and

- Advocate for culturally and linguistically appropriate services for clients; and
- Participate in outreach, including development and delivery of technical assistance and training to community and faith-based organizations, government, and law enforcement officials, and others.

Emergency Response/Crisis intervention: As a back-up for the Emergency Response team, provide 24-hour response to human trafficking reports from the community and law enforcement.

- Serve as backup to the Emergency Response team on breaking cases of human trafficking, including prompt in-person field response as needed (within safety guidelines);
- Provide emergency response for calls from the CAST hotline during required shifts (up to 3 days/month)
- Work with first responder specialists and other NGOs and law enforcement to mobilize first responder team to ensure prompt and sensitive care for newly identified survivors; and
- Perform client intake, screen new referrals, triage needs, create initial action plans, and coordinate with client, CAST staff, and partners to address emergency needs.

Other duties: Perform other duties in line with Empowerment Program and/or CAST goals, as identified and assigned.

REQUIREMENTS

1. B.S.W. or BA in social work or related field required. M.S.W. or MA preferred.
2. Must be bilingual (Korean, Chinese-Mandarin/Cantonese, Vietnamese, Indonesian, Tagalog, Khmer, Thai, or other languages)
3. Demonstrated sensitivity to and knowledge of issues involved in working with diverse populations and/or with individuals who have limited English proficiency.
4. Demonstrated experience (minimum two years) in case management and/or providing direct services to clients, preferably in a community-based organization.
5. In depth knowledge of issues related to providing services to survivors of human trafficking, human rights and violence against women, including knowledge of the service delivery system in Los Angeles and the regulations governing public and private benefits as well as federal benefits available to trafficking survivors.
6. Ability to maintain a positive, cooperative, and professional demeanor with clients, partner organizations, volunteers/interns, staff/board, donors, consultants, and members of the public.
7. Excellent oral and written communication skills.
8. Must be organized, flexible, detail-oriented, and multi-tasking.
9. Must be a self-starter, able to work in a team environment and manage time effectively.
10. Have a car, insurance and a valid driver's license.

CAST provides a generous compensation / benefits package. Salary is commensurate with experience. Benefits package includes medical, life, disability, sick/vacation leave, and a 403(b) plan. CAST is an equal opportunity employer.

Applications for this position should be emailed to info@castla.org with a cover letter, resume and list of references. Due to the high volume of resumes received only qualified candidates will be contacted. NO PHONE CALLS PLEASE. Interviews will begin in November 2016.