

## Job Description

### HUMAN TRAFFICKING CASE MANAGER

#### JOB SUMMARY

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The Human Trafficking Case Manager – Human Trafficking is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and will focus on providing services to adult U.S. and Foreign born survivors of human trafficking. The primary role of the Case Manager will involve providing intensive, comprehensive, and culturally competent services to survivors of human trafficking. Direct Services will include victim advocacy, crisis intervention, safety planning, general intake, service assessments, and coordination of support services to both onsite and community partners. The Case Manager will work with grant partners to create strong community collaborations with survivor specific service organizations in order to ensure a quality, community response to trafficked persons. The Case Manager will also create and implement an outreach strategy to better identify and engage trafficked persons, especially those who are homeless, undocumented, and otherwise vulnerable.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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- Serves as contributing thought leader for the strategic direction of the Agency in fulfilling our mission, vision and strategic goals in alignment with our values
- Attend designated task force and programming meetings against human trafficking in the Greater Rochester area, including intervention, pre-trial, and other area services.
- Work with human trafficking-specific programs in Monroe and area counties to develop seamless referral and case support policies.
- Establish and maintain professional and cooperative relations with the court, court personnel; law enforcement agencies, county agencies, community agencies and the community.
- Conduct intake and service needs assessments with potential or identified survivors and deliver all identified services including: victim advocacy, crisis intervention, safety planning, general intake, service assessments, court accompaniment and advocacy, public assistance applications, referrals to appropriate legal, long-term support services, shelter, health/mental health screening/treatment, and ESL, and coordination of support services both on-site and with community partners.
- Participate in all trainings, meetings and/or conference calls related to project.
- Ensure familiarity with and timely completion of all funding, reporting, and collaborative requirements required by the funder(s).
- Adhere to organization confidentiality policies and procedures.
- Assist in preparing information and educational materials on trafficking.
- Maintain positive working relationships with co-workers, supervisors and all other programming and intervention staff.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.
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#### DOCUMENTATION & REPORTING

- Submit all appropriate documentation to funding agencies in adherence with their guidelines.
- Complete timely and accurate documentation of all services provided to clients and their families.

#### OTHER DUTIES AS ASSIGNED

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- Participates in all department and agency meetings
- Attend and participate in pertinent agency and community meetings and training.
- Any other duties as may be assigned.

#### REQUIRED QUALIFICATIONS

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- Bachelor's Degree in Social Work or related field, MSW or MS in human services preferred.
  - A minimum of 1 year experience in case management and human services advocacy, working with individuals or families in crisis
  - Excellent written/oral communication and computer skills (Microsoft Office) required.
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- ✔ The ability to work well with a variety of systems, as well as maintaining discretion and confidentiality.
- ✔ Adaptable and flexible.
- ✔ Bilingual in Spanish speaking is preferred
- ✔ New York State Driver's License not in jeopardy of being revoked.

## ADDITIONAL INFORMATION

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- ✔ Department: Community Response Services
- ✔ Location: Mobile
- ✔ Reports to: Manager of Mobile Advocacy
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Pay Rate: \$18.25/hour

## HOW TO APPLY

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Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604      ◦Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.