



## **Title of Job: Case Manager**

### **Position Description**

The Case Manager is responsible for engaging sex trafficking survivors (and non-offending legal guardians) in the individualized, collaborative process of identifying, planning, accessing, and coordinating resources, support, and services for their emotional and social recovery. The case manager will service clients in Dallas, Tarrant, Collin, Denton, Rockwall, Ellis, Parker and Hood counties for youth of any gender identification who have been sex trafficked. This position is primarily funded through a two-year grant with organizational plans to develop long-term sustainability.

### **Major Areas of Responsibility**

- Under the supervision of the Director of Programs, provide case management services to connect the survivor with emotional support, medical and behavioral health needs, residential assistance as well support for non-offending family members.
  - Collaborate with survivors to plan, implement, monitor, and amend individualized services that promote client's strengths, advance their well-being, safety and help achieve their goals.
  - Responsible for traveling throughout the six local service counties for on-site client meetings (mileage reimbursed).
  - The Case Manager, with support from Law Enforcement Liaison, will help answer any questions that the survivor and/or family has on the legal process of the investigation and prosecution of the trafficker(s) and assist them through that process, when needed.
  - Emphasis will be placed on clients' self-determination, feeling understood and having choices in the options. Services should return a sense of control to survivors. Case management service plans shall be based on meaningful assessments and shall have specific, attainable, measurable objectives for the DMST population.
  - The Case Manager will play a pivotal role in connecting and referring the survivor with trauma-informed services including but not limited to: residential/drug/alcohol/mental health treatment, counseling and therapy services, support groups, 12-step programs, legal services, family counseling, transitional housing, job skills training, crime victims' compensation applications, medical services, tattoo removal. These services will be referred to, not paid for, by Traffick911.
- Serve in rotation on a 24-hour Crisis Response Team
  - Traffick911 is responsive to crisis situations as they arise. Five full-time female staff and a small handful of specially trained and vetted Volunteer Advocates are the Crisis Response Team. This team rotates the responsibility of answering Traffick911's 24-hour phone line (calls from first responders) and immediately responding to the incident.
  - The assigned Crisis Response Team (CRT) member will dispatch themselves

immediately to meet with the victim. They will accompany them to emergency medical treatment (if necessary), ensure food, clothing, emergency shelter, and connection with any other support needed is provided.

- Collaborates closely with Traffick911 Director of Programs, Advocate Manager and Law Enforcement Liaison to coordinate services for clients.
  - The case manager's work will be supported by the Traffick911 advocate program which matches a vetted Traffick911 Volunteer Advocate with a DMST survivor (age 12-24) to provide relationship-based emotional support and guidance.
- Participate in community-based interagency team that is responsible for coordinating specialized services and a trauma-informed investigative and prosecutorial process of trafficker.
  - The Case Manager is required to provide any helpful information, including concerns, about the victim/family to probation officer, CPS caseworker, CASA, and/or legal guardian as they learn of it.
  - Any information communicated to law enforcement will be routed through Traffick911's Law Enforcement Liaison to ensure streamlined communications for law enforcement.
- Coordinate and work closely with third-party program evaluator provided by the Office of the Governor's Child Sex Trafficking Team.

### **Required Knowledge, Skills, and Abilities**

- Excellent attention to detail and dexterity to manage multiple clients simultaneously
- Ability to work independently and to be a self-starter
- Ability to work in fast-paced, intense environment
- Demonstrated competence in cultural humility
- Commitment to client empowerment through strength-based and trust-based principles
- Broad knowledge and experience in working with traumatized youth
- Demonstrated ability to collaborate with multi-disciplinary teams
- Growing knowledge of domestic sex trafficking of minors preferred
  - Acquire and maintain deep knowledge of sex trafficking and trauma associated with this abuse, evidence-informed practice, sociohistorical context, policy, research, and evaluation methods relevant to case management and the DMST population, and shall use such information to ensure excellence in service delivery
  - The case manager shall assume personal responsibility for her or his professional development and competence and will attend the North Texas Anti-Trafficking Task Force Summit, JuST Conference and be enrolled in Trust-based Relational Intervention (TBRI) Caregiver training during their first two years of employment (trainings paid for by Traffick911)
- Valid driver's license, reliable vehicle, valid car insurance, willing to utilize personal vehicle (mileage reimbursement for job-related duties)
- Excellent computer skills including Microsoft Office, Google Documents, etc. Traffick911 operates on Apple laptops.

### **Education and Experience**

- Licensed Social Worker with a baccalaureate or advanced degree in Social Work from a school or program accredited by the Council on Social Work Education.
- The Case Manager shall comply with the licensing and certification requirements of the State of Texas; and shall possess and maintain the skills and professional experience necessary to practice social work case management.
- Five years of experience in case management of traumatized youth preferred.

- Experience with Apricot Essentials case management software or similar case management software preferred.
- Experience working with DMST youth, adult sex trafficking survivors, social services, juvenile services, CPS, domestic violence, or a related field of work preferred.

### **Critical Qualities**

- Adhere to Traffick911's Core Values and Code of Ethics ([traffick911.com/mission-values](http://traffick911.com/mission-values))
- Mature Christian faith
- Humble and resilient
- Pursues excellence
- Culturally aware and appreciative of difference
- Strong service ethic
- Innovative problem solver
- Ability to build trust and strong partnerships with others
- Courageous in pursuing opportunities and challenges
- Tenacious in achieving goals
- Professional

### **Physical Demands**

Job will be performed in Traffick911 office in Addison, TX as well as traveling to various counties surrounding Dallas/Fort Worth. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

This employee will serve in rotation for 24 hour on-call Crisis Response Team and will need to be able to respond within 90 minutes to first responder requests. Must be able to function and report for duty when awakened in middle of the night.

### **Work Environment**

The Traffick911 work environment is an open floor plan. Ability to concentrate with ambient conversations is required. There are areas of office for focused work. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

### **Benefits and Salary**

- Traffick911's benefits package includes group medical and dental insurance; paid holidays, vacation, and sick leave.
- Crisis Response Team members are compensated additionally for each day on call.
- Traffick911 encourages self-care for all employees and will fund the co-pay for counseling.

### **Job Type**

Full-time exempt

**Please send cover letter and resume to [jobs@traffick911.com](mailto:jobs@traffick911.com).**

*About Traffick911: Founded in 2009, Traffick911 is a 501(c)3 (IRS Tax IS 27-1111529) non-profit organization committed to free youth from sex trafficking through prevention, identification and empowerment. Our work in prevention (educating over 67,800 individuals face-to-face since 2009), identifying 720 DMST victims across Texas since 2009, and working with law enforcement in 16 Texas counties makes Traffick911 a leading voice and service provider in the fight to free youth from sex trafficking. Traffick911 has been honored by Homeland Security Investigations, the Fort Worth Council of Women and other law enforcement and community organizations. In 2017, Traffick911 was named Nonprofit of the Year by the Junior League of Collin County.*