

## Daytime Case Manager: Awaken House

### *Job Description*

**Position:** Daytime Case Manager: Awaken House

**Reports to:** House Manager

**Status:** Exempt

**Compensation:**

### **Awaken House Description:**

Awaken is a non-profit organization based in Reno, Nevada. The Awaken House is a safe, sober home for up to 5 victims of sexual exploitation. The mission of the Awaken House is to provide a structured and radically loving environment wherein each client can be restored to their fullest potential. The length of stay for each client is 18-24 months. We aspire to be an inspirational model for other communities.

### **Job Description:**

Under the supervision of the Clinical Consultant and House Manager, the Daytime Case Manager provides case management services for adult victims of sex trafficking currently enrolled at the Awaken House. This will include helping clients achieve their daily and weekly goals, making referrals for services to accommodate the client's goal plan, participating in team decisions, as well as encouraging and maintaining a growth-oriented milieu and environment at the house. Services are delivered from a strengths-based, client-centered, culturally sensitive, and appropriate developmental approach. Particular attention is paid to a victim-centered and trauma-informed approach.

### **Responsibilities:**

- The Daytime Case Manager will assist in the development and monitoring of the goal plans for residents currently living at the Awaken House. Plans will include educational, vocational, mental health, criminal justice, family issues; making referrals to appropriate community partner agencies and following up with residents regarding progress/results by:
  - Encouraging a growth-oriented milieu
  - Assisting clients in accessing necessary resources to meet the daily and weekly goals on their individualized goal plans
  - Maintaining progress notes for each client
  - Maintaining case notes and files in an orderly, up-to-date manner
  - Assisting in improving efficiency of reporting
- Facilitate various educational and support groups on Menu of Services
- Assist subcontractors and volunteers who facilitate groups
- Coach clients through difficult moments
- Contact Clinical Consultant for on-site or phone support when appropriate
- Consult with House Manager when appropriate
- In coordination with the Off Hours Case Manager and House Manager, assist clients in understanding and completing their phase workbooks
- In coordination with all house staff, assist in assessing each clients' phase progress, including determining if and when clients will move onto the next phase
- Assist in the approval process for various activities including on-site visitations, off-site passes, on and off-site chores, work, and activities

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- Facilitate, monitor, and document any pre-approved visits on-site
- Facilitate and monitor use of phones, media, and computers in compliance with their goal plan and phase
- Work with the Clinical Consultant to facilitate and improve direct client services
- Responsible for tracking all data necessary for grant reporting
- Coordinate with the House Manager, Clinical Consultant, and Off Hours Case Manager for particular needs of the clients receiving care
- Participate in weekly clinical staffings, weekly staff meetings, Awaken meetings, and the Awaken training days
- Be on call for emergency situations
- All other duties as assigned by the House Manager

### **Competencies:**

- Experience providing case management services
- Ability to provide crisis intervention to both individuals and groups
- Excellent organizational skills
- Excellent communication skills, both written and oral
- Ability to work independently and with a team
- Ability to maintain professional boundaries with clients
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Detail oriented, able to build processes and systems
- Ability to organize, and problem-solve creatively
- Demonstrate initiative with researching and accessing relevant resources in the community
- Excellent interpersonal and professional skills
- Ability to treat clients with respect and foster active engagement in the development of a goal plan
- Understanding of the dynamics of family dysfunction, including domestic violence, child abuse and neglect, developmental issues and substance abuse issues
- Must be self-motivated and interested in improving skills and knowledge to grow with the expanding needs of the organization

### **Key Competencies:**

- Strong understanding of the impacts of sex trafficking & sexual assault on adults
- Excellent communication skills
- Ability to assess, evaluate and work with clients in a case manager relationship within a transitional living environment
- Ability to work with culturally and ethnically diverse population
- Understand the dynamics of domestic violence, sexual abuse treatment, human-trafficking, developmental issues, substance abuse
- Ability to work with high-risk individuals in a group setting
- Be familiar with resources in the community
- Interact with other agencies in a professional manner

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- Have good organizational skills, be reliable and punctual
- Must be a team player
- Must be self-motivated and interested in improving skills and knowledge to grow with the expanding needs of the organization
- Ability to maintain professional boundaries with clients
- Sensitivity to issues concerning survivors of sexual assault, domestic violence, and human trafficking, i.e., trauma, self-esteem, assertiveness, empowerment, violence prevention and victims' rights
- Awareness of and sensitivity to the cultures represented in Washoe County
- Good interpersonal skills, ability to relate well with persons from a variety of socioeconomic and cultural backgrounds
- Flexible hours to accommodate the needs of the milieu
- Availability to rotate in a weekly on-call schedule to respond to emergency calls for assistance with crisis victim services. The on-call schedule includes after-hours and some weekends

### **Qualifications:**

- BA degree in social work, counseling, or psychology
- Exceptional interpersonal, writing, speaking and presentation skills required
- Strong understanding of trauma and recruitment techniques for traffickers
- Background check and fingerprint clearance required
- Proficiency in Apple and Microsoft Office suites
- Reliable transportation, valid driver's license, and clean driving record

### **Personal Attributes & Values:**

- Must constantly demonstrate a high level of personal professionalism, honesty, integrity and respect with all clients, board members, staff, volunteers, churches and all other contacts
- Must demonstrate passion for Awaken's vision and mission
- Must be able to function well in high stress environments
- Must maintain an atmosphere of confidentiality with client and staff information
- Friendly, approachable attitude and ability to remain open-minded when encountering diversity in thought, gender, culture, language and behavior
- Ability to thrive in a small nonprofit and wear multiple hats, as needed
- If s/he is a survivor of sex-trafficking, must be at least 5 years into recovery process (coupled with a commitment to participating in at least 1 year of trauma-informed counseling)