

Awaken Case Manager Job Description

Position: Full-time Case Manager
Reports to: Program Director
Status: Exempt
Compensation: TBD

Organizational Description:

Awaken is a non-profit organization based in Reno, Nevada. Our mission is to increase awareness and education surrounding the issue of commercial sexual exploitation and to provide housing and restoration for its victims. Our vision is to transform our community with the ultimate goal of eradicating commercial sexual exploitation. We aim for victims to be restored to their fullest potential. We aspire to be an inspirational model for other communities.

Job Description:

Under the supervision of the Clinical and Program Directors, the Case Manager provides crisis services, initial assessment, case management services, and services to minors or adults referred to the program as victims of sex trafficking. The Awaken Case Manager is responsible for the coordination of essential services within the organization. The Case Manager participates in team decision making meetings, assists in prioritizing goals, developing a plan to reach those goals, and making referrals for services to accommodate their goal plan. The Case Manager will maintain contact with referring/referral agencies, provide data collection, case documentation, file maintenance and social service to support the youth and adult victims. 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.

ROLE SUMMARY:

The Awaken Case Manager is responsible for the coordination of essential services within the organization. The case manager will assist girls and women leaving the sex trade, both living in the home and not yet in housing, in prioritizing goals, developing a plan to reach those goals, and making referrals for services to accommodate their goal plan.

Responsibilities:

- The Case Manager will develop and monitor case plans with victims of sex trafficking and commercial sexual exploitation (CSE) by:
 - Manage intake
 - Create individualized goal plans
 - Maintain progress notes for each client
 - Maintain case notes and files in an orderly, up-to-date manner
 - Assist in improving efficiency of reporting
- Become familiar with resources and community services that meet the needs of the clients

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- Cooperate with other agencies in the social service system to provide good networking of
- client services
- Assist clients in accessing resources to help meet their individualized goals
- Assist in planning, recruiting, and managing life skills classes and evening activities as needed
- Be a consistent presence in the home, building relationships with the clients and their families
- Coordinate with the Clinician for particular needs of the clients receiving care
- Provide case management services for clients referred through mentorship or direct outreach
- Participate in weekly staff meetings, Awaken meetings, and the Awaken training days
- Be on call for emergency situations
- All other duties as assigned by the Program Director

Competencies:

- Experience providing case management services
- Ability to provide crisis intervention
- Excellent organizational skills
- Excellent communication skills, both written and oral
- Ability to work independently and with a team
- Ability to work with homeless, foster system children/youth and their families
- 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
- Demonstrates 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 case 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

SKILLS & ABILITIES:

- Strong understanding of the impacts of sex trafficking & sexual assault on youth, young adults & trans-identified youth
- Excellent communication skills
- Ability to assess, evaluate and treat clients
- Ability to work with culturally and ethnically diverse population

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- Understand the dynamics of domestic violence, sexual abuse treatment, human trafficking, developmental issues, substance abuse, as well as the challenges faced by transition-age youth
- Ability to work with high risk youth and their families
- Be familiar with resources in the community
- Interact with other agencies in a professional manner
- 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 position; weekend and evening hours may be required
- 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, preferably 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

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 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