

Position: Adult Case Manager
Reports to: Adult Program Manager
Status: Exempt

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 Consultant and Program Manager, the Adult Case Manager provides case management services for adult victims of sex trafficking and commercial sexual exploitation (CSE). The Adult Case Manager is responsible for the coordination of essential services within the organization to residential and community clients. 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

- Provide Case Management, to include but not limited to the following:
 - 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
- Assist clients in accessing resources to help meet their individualized goals
- Facilitate various educational and support groups
- Assist subcontractors and volunteers who facilitate groups
- Coach clients through difficult moments
- Cooperate with other community and system-based agencies to provide good networking of client services
- Assist in planning, recruiting, and managing life skills classes and evening activities as needed
- Participate in weekly clinical staffings, weekly staff meetings, Awaken meetings, and the Awaken training days
- Provide client transportation when needed

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
- 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
- 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
- Have good organizational skills, be reliable and punctual
- 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

Preferred Qualifications

- BA degree in social work, counseling, psychology or related field
- 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