



Case Manager

Job Description

Agency Mission Statement:

In the 21st century, far too many people are trapped in the darkness of sex trafficking and homelessness. Frontline Response is on the frontlines every day, rescuing these individuals and preventing the most vulnerable in society, our children, from falling victim. The Anti-Sex Trafficking Department of Frontline Response is called Out of Darkness. www.frontlineresponse.org

Program Description:

The goal of Frontline Response's Anti-Sex Trafficking Department called Out of Darkness, is to provide holistic, individualized, and trauma-informed care to adult victims of commercial sexual exploitation through a seamless continuum of services, including outreach, jail mentorship, 24-hour hotline services, safe home services, and long-term program placement. Frontline Response is poised to respond to crisis situations, efficiently coordinate the care needed for stabilization, and make connections to long-term care on behalf of victims.

Position:

Lead Case Manager

Provides case management services to the Anti-Sex Trafficking Department Out of Darkness residents and maintains community and program placement partnerships.

Minimum Qualifications

*Bachelor's Degree Required, Licensed MSW preferred
3 years minimum preferred, 1-year minimum required, professional experience in Social Work/Case Management (Preferred experience in high-risk populations and victims of trauma)*

Class Summary

This is a full-time position during the daytime shift. This position involves high-level complex administrative and direct care tasks and is a salaried position. This role reports directly to the Safe Home Manager. The weekday hours of this role will begin 8 am-5 pm with one work-from-home day a week.

Position Specific Duties

- Maintain a caseload of Safe Home (SH) residents.
 - Make final decisions as needed with the resident's best interest in mind
 - Works with the care team to develop strong care plans
 - Meet with residents regularly for 1-3 weeks on average.
 - Case management plan development
 - Long-term program placement
 - Medical/legal needs assessment (Legal advocacy where appropriate)
 - Transportation needs and logistics
 - Assist with transportation to long-term programs
 - Assist with transportation to and from medical appointments/emergency care
 - Transport residents during outings
 - Progress monitoring and communication with the staff team
 - Assist residents with goal setting and building skills to reach their goals.
 - Build healthy relationships with residents and assist the Care Coordinator with skills-building and care plans as appropriate.
 - Provide opportunities for resident empowerment and learning as well as coordination of the recovery program admission process.
 - Connect residents with needed and available community resources; follow up with residents and programs as appropriate to document status and needs for referral.
 - Follow-up with long-term programs to keep appropriate data tracking of resident growth.
- Manage research and vetting of Long-term program partners as well as community resource partnerships, in collaboration with SH Manager.
- Input accurate and complete data for all contact with residents into databases
 - Ensure that all documents submitted on behalf of a client are valid
 - Provide all required documentation in a timely manner, which may include resident follow-up, outcome evaluation, program relations, and evaluations
 - Update case files
- Participate in regular staff meetings, staff training programs, supervisory sessions, and develop positive team relationships.
- Oversees CM spending budget
 - make sure we are good stewards of what we have
- Oversees CM Credit Card and completes monthly reports
- Participate in a local task force or community engagement team (optional).
- Model and uphold Frontline Response's core values, policies, and code of conduct.
- Other duties as assigned by the Safe Home Manager.
- Assists all staff with the shared responsibilities of medication, smoke break, and meal times
- Oversee and check Safe Home email

Skills

- Experience working with persons in crisis.
- Good documentation and organizational skills.
- Strong time management.
- Excellent written and verbal communication; ability to quickly establish rapport.
- Ability to motivate others towards achieving goals.
- Ability to work independently with a strong sense of focus.
- Task-oriented, nonjudgmental, clear sense of boundaries.
- A strong sense of and respect for confidentiality of residents and staff.
- Ability to work in a variety of settings with diverse backgrounds and the ability to be understanding, sensitive and appropriate.
- Ability to legally operate a motor vehicle and provide own transportation.
- High functionality and adaptability in a fast-paced, ever-changing environment.

Personal Attributes

- Demonstrate maturity, decisive action, and sound judgment.
- Consistent with good time management and multitasking ability.
- Compassionate with healthy boundaries.
- Healthy understanding of self-care.
- Peacefulness and strength under pressure.
- Trustworthy and demonstrates strong integrity.
- Patient in stressful situations.
- Lovingly intentional in relationships without manipulation.