



## Job Description

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<b>Title:</b>	Human Trafficking Case Manager	<b>Position #:</b>	4016
<b>Dept:</b>	Program Administration	<b>Salary Grade:</b>	TBD
<b>Reports to:</b>	Director of Non-residential Services	<b>EEO:</b>	Service Workers
<b>Supervises:</b>	Resident Advisors, Sr. Resident Advisors,	<b>FLSA:</b>	Exempt
<b>Assists:</b>	Case Managers		

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### GENERAL SUMMARY:

The Human Trafficking Case Manager supervises and assists Case Managers, Sr. Resident Advisors and Resident Advisors in providing robust case management by developing and coordinating individualized case plans for Covenant House human trafficking victims/survivors to successfully transition into stable, self-sufficient life-style, or family reunification where possible. The Human Trafficking Case Manager provides supervision and support to assist youth in achieving their case plan goals, including safety plans, specialized counseling, physical and behavioral health care, educational advancement, employment, and life skills in conjunction with referrals to services. The Human Trafficking Case Manager will support Covenant House staff in identifying and assisting victims and survivors.

### DUTIES & RESPONSIBILITIES:

- Initiate and maintain positive, professional, and mentoring relationships with youth and staff in accordance with the Covenant House Mission, Principles, and Core Values.
- Promote a peaceful, healing environment by utilizing the principles and practices of trauma-informed care and positive youth development in all aspects of work and youth engagement, including crisis prevention, intervention, and de-escalation.
- Ensure that Covenant House New Orleans (CHNO) is a welcoming, safe, and secure “homelike” environment for all trafficking victims/survivors receiving services.
- Supervise intake process and assessments for new and current trafficking victims/survivors.
- In collaboration with youth, Case Managers and Resident Advisors, oversee the development and implementation of individualized case plan for a healthy, safe transition to self-sufficiency and stability and/or return to home/family.
- Provide individualized care, support, and follow-up to help human trafficking victims/survivors access community resources and achieve case plan goals including safety plans, specialized counseling, physical and behavioral health care, educational advancement, employment, and life skills in conjunction with referrals to necessary legal and social services.
- Assist in the reunification of victims/survivors with their families, including contacting families and facilitating travel plans home (i.e. authorizing bus tickets through Greyhound).

- Take a proactive stance and advocacy to ensure that youth are treated appropriately by other youth, staff, and guests to the agency
- Provide support to residents by encouraging active participation in classes, workshops, and other activities and facilitating safe transportation and supervision of off-site activities (i.e. coordinating staff and vehicle transport and managing a budget for transportation).
- Participate in weekly case reviews and communicate regularly with Case Managers and Resident Advisors to ensure coordinated delivery of service.
- Assists Program Manager and Case Managers to ensure successful delivery of services and effective implementation of agency policies and procedures (regularly communicating through oral or written documentation)
- Accurately and effectively translate directives from management, memos from other departments, and agency policies to Case Managers, Resident Advisors and Sr. Resident Advisors.
- Maintain accurate, up-to-date information in both electronic and paper case files on human trafficking victims and survivors; complete timely entries into resident matrix, TIMS, ETO, HMIS, and other information systems as required.
- Oversee the completion of appropriate documentation (i.e. progress and transition notes; significant event and critical incident forms; overnight and discharge planning; meals, chores and room inspection forms, etc.).
- Attend all trainings and commit to continuous professional development and integration of training and tools into individualized tasks and responsibilities.
- Assist training staff in identifying, and supporting victims/survivors.
- Assist and coordinate outreach efforts to identified communities and providers to reach potential trafficking victims/survivors and extend service network.
- Work closely with local law enforcement agencies, as well as the Greater New Orleans Human Trafficking Taskforce.
- Refer individuals outside of Covenant House's age range to the appropriate partner organizations.
- Perform other job-related duties as requested

#### **EDUCATION, KNOWLEDGE, SKILLS & EXPERIENCE:**

- Bachelor's degree in social service or related field.
- Fluent in Spanish or Vietnamese a plus.
- At least 3-5 years of professional experience, preferably in anti- human trafficking efforts.
- Prior experience working with youth who have experienced human trafficking, homelessness, trauma, or other emotional and behavioral challenges, using a trauma-informed approach.
- Ability to establish and maintain effective positive relationships with youth, staff, management and outside contacts.
- Excellent oral and written communication skills; ability to communicate effectively with all levels of staff.
- Ability to organize effectively; to adapt to changing conditions; to exercise sound judgment in crisis situations; to supervise youth and maintain order; to exercise authority in an appropriate manner.
- Knowledge of Microsoft Word, Excel & PowerPoint

OR any combination of education, training and experience which provides the required knowledge, skills and abilities.

**LOCATION:** Covenant House Crisis Center

**WORKING CONDITIONS:**

Physical Demands

Position involves active movement around the Crisis Center, as well as street outreach. Daily seeing, hearing, and talking are important.

Environmental Conditions

Indoors at least 75% of the time in climate-controlled building. Wheelchair accessibility in the Crisis Center is limited; second and third floors are accessible by elevator, as needed.

Other Relevant Conditions

Exposure to the following conditions is unlikely: blood borne pathogens; extremes in temperature; hazardous materials; fumes, poor ventilation, or other potentially dangerous atmospheric conditions; intense noise.

Non-traditional hours may be involved.

Some travel will be required, primarily within the New Orleans metropolitan area.

**MATERIALS & EQUIPMENT:** Typical office equipment, including computer, telephone, copier, and fax machine.

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**I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals assigned to this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.**

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Signature of Human Trafficking Case Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**APPROVALS:**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date