

Survivor Services Case Manager Roles and Responsibilities

Description:

Reporting to the Survivor Services Program Manager, the Survivor Services Case Manager will be responsible for coordination and provision of comprehensive case management services for survivors of child sex trafficking and exploitation.

Responsibilities

- Establish strong, appropriate and caring working relationships with survivors
- Complete client needs assessment and intake
- Develop, monitor and evaluate individual service plan for each referred client through team coordination with law enforcement, state agencies and other service providers
- Conduct client orientation to services
- Work closely with Araminta's Survivor Services staff and volunteers to meet the needs of the client through Araminta's existing services and resources
- Facilitate and track referrals to community-based and government resources
- Attend multi-disciplinary team meetings regarding clients with collaborative agencies
- Facilitate internal care coordination meetings with other Araminta Survivor Services programs
- Arrange and link to community resources, including transportation
- Monitor cases by observing and evaluating treatment, advocating for needed services and entitlements, obtaining additional resources, intervening in crises and providing support
- Participate in emergency and after-hours response as part of on-call coverage
- Track weekly statistics of outreach and case management efforts and carefully document case notes, logging events and progress
- Attend monthly Maryland Human Trafficking Task Force Victim Services Committee meetings
- Prepare client discharge through thoughtful transition planning, preparing of resources, coordinating discharge and post discharge recommendations

Qualifications

- Required Master's degree in Social Work or related field
- Current professional licensure in state of Maryland or ability to transfer to MD (LGSW) *preferred*
- 5-year minimum social work case management experience
- Experience working with foster care placement or residential care for youth required
- Experience working with survivors of human trafficking or trauma preferred
- Superior communication and leadership skills
- Ability to evaluate programs and curriculum and implement necessary changes across systems
- Ability to meet a client's needs through cross-culture competency
- Adherence to ethical standards and boundaries
- Strong administrative skills
- Experience having worked with a high-performance, collaborative, constructive peer group
- Ability to manage self-care