



JOB DESCRIPTION
Sex Trafficking & Exploitation Program (STEP)
STEP Case Manager (1.0 FTE)

Rebuilding Hope's mission is to offer support toward healing through advocacy and therapy for those affected by sexual assault and abuse. Through education and collaboration Rebuilding Hope improves the community's response to sexual assault and abuse victims and challenges the behaviors and beliefs that promote sexual violence.

Rebuilding Hope! is committed to developing a team of staff who reflect the diverse demography of our community and who represent the populations who are disproportionately impacted by violence. We strongly encourage members of our Black, LGBTQ+, culturally diverse and disabled communities to apply.

Nature of Work

This is a position involving extensive contact with individuals who experience commercial sexual exploitation/human trafficking, their families, friends, and community professionals. The employee in this position has the ability to exercise independent initiative and judgment, subject to the policies and procedures of the agency and the supervision of the STEP Coordinator and/or Deputy Director. This work involves providing ongoing communication/correspondence and in-person direct advocacy and support services to primary and secondary victims of commercial sexual exploitation/trafficking. This position requires the Case Manager to acquire and maintain a caseload of clients specific to the STEP program by providing confidential wrap-around support services.

Responsible to: STEP Program Coordinator or Deputy Director

RESPONSIBILITIES

Case Manager

1. Provide trauma-informed crisis intervention, support to primary and secondary victims of commercial sexual exploitation/program clients.



2. Maintain STEP Hotline and respond to calls on the hotline during hotline operating hours as well as monitor the STEP social media accounts for client messages daily.
3. Provide information, community referrals and general wrap-around case management support to clients in person and over the phone/social media.
4. Provide enhanced housing and relocation resources and support services.
5. Assist clients in achieving their goals.
6. Build and maintain positive and productive relationships with clients and community professionals.
7. Meet clients at safe, public areas, businesses or the Children's Advocacy Center for meetings, rapport building or to coordinate services with other community professionals.
8. Assist in transporting clients to/from appointments related to case management.
9. Follow up on all assigned referrals in a timely manner.
10. Maintain and complete all client/program paperwork in a timely, accurate and thorough manner.
11. Debrief with STEP team members regularly, complete case notes and tasks as requested relevant to this position.
12. Facilitate all duties and responsibilities through the trauma-informed, client-centered and empowerment-based model of service delivery.
13. Attend monthly team meetings and trainings with advocacy staff, as well as relevant ongoing trainings from outside agencies.
14. Attend bi-weekly Rebuilding Hope staff meetings and additional Rebuilding Hope staff requirements to include staff retreats or internal staff training requirements.
15. Commit to an individual training and development plan with your supervisor that centers cultural sensitivity, community diversity, equity, access and inclusion concepts and practices relevant to your position and your representation of Rebuilding Hope to the community and clients we serve.
16. Consult with Therapy and Advocacy staff as needed to coordinate services and adjust program and service responses to best fit client needs.
17. Adhere to all agency policies, procedures and codes of ethics and conduct.



18. Promote the mission and philosophy of Rebuilding Hope at all times representing the agency with clients and to the community.

QUALIFICATIONS

The Case Manager must have an extensive working knowledge and awareness of the basic issues involved in commercially sexually exploited clients, sexual violence, child sexual abuse and trauma as well as how to work with multidisciplinary professionals relevant to child abuse intervention and investigations. This employee must demonstrate an effective ability to engage with clients, Rebuilding Hope staff and community professionals. Excellent oral and written skills are required. Strong organizational/planning skills and attention to detail. Prior experience working with children in a professional setting is preferred. Ability to engage with a diverse population in a culturally appropriate way. Strong knowledge and experience working with Microsoft Office and Google Drive/Apps is also preferred.

The required experience and training for the Case Manager includes a bachelor's degree in Human Services (or equivalent), plus at least one year of experience in providing advocacy or direct human services; **or** a combination of four years of relevant education, training and experience to include direct client or human services. Strongly preferred 1 year of experience working with commercially sexually exploited clients.

POSITION DETAILS

This is a non-exempt position, with a range of \$16.00-\$19.00/hour depending on experience. This position has guaranteed grant funds through December 2022 with the strong likelihood of obtaining further funding. We are an equal opportunity employer. Candidates must be able to pass a finger-print background check that covers Washington state and national jurisdictions. Rebuilding Hope offers an excellent benefits package that this position is eligible for.

Transportation: The Case Manager must have a driver's license in order to attend County-wide meetings and/or outreach and training activities; mileage is reimbursed for this position.



All new hires are subject to a 90-day review period and, upon completion, will accumulate benefits including paid personal days, sick leave and vacation leave. Full-time staff may choose to opt into the agency's policies for medical, dental, short-term disability and retirement benefits upon eligibility and enrollment periods. All candidates will be subject to a multi-agency background check with fingerprinting. Preference will be given to qualified candidates who can begin working this position as early as **July 6, 2021**.

To apply, please submit both a cover letter and current resume to administration@hopesacpc.org with the subject line reading: Case Manager Application.