

## **Lutheran Services Carolinas Job Description**

**Job Title:** Case Manager (Trafficking Shelter - PT)  
**Supervisor (title):** Immigrant Services Coordinator  
**Department:** Refugee & Immigrant Services Resettlement  
**Prepared by:** Kathleen Heavner      **Approved by:**      **Date:** 12/9/16

### **Position Purpose/Summary:**

The Immigrant Services team provides case management to Unaccompanied Children (UC) and foreign-born survivors of Human Trafficking (VOT); case management is also provided to US-born female survivors of Human Trafficking through a contract with Lily Pad Haven in Charlotte, NC.

The Trafficking Shelter Case Manager (TSCM) provides care to survivors of human trafficking, ensuring that consumers are able to benefit from available services and resources that will assist them in process of attaining self-sufficiency. Through participation in Care Team Meetings, the TSCM ensures ongoing appropriateness of the placement, consumer's safety and well-being, and develops case goals using a client-centered approach. The position requires the use of the LSC Service Plan, an assessment tool that allows for services to be adjusted according to risk factors, strengths, and interests particular to each client. The TSCM will work with other Case Managers as an ancillary support ensuring that immigrants and victims of trafficking are able to benefit from available services and resources in programs outside the Lily Pad Haven shelter.

Parameters of service provision are spelled out in detail by our funders. Documentation demands are both rigorous and extensive.

**Essential Functions** (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Deliver, in the first 30 days of placement, intensive case management to survivors of trafficking to include application for public benefits, receipt of vital records, referral to medical and mental health services, engagement in community-based support services, and enrollment in an educational/employment program appropriate to client's prior experience. The core services required are subject to review, and articulated in the Service Plan Template. Other services provided are determined on a case-by-case basis through completion of assessment using a client-centered approach.

2. Conduct ongoing home visits and phone contacts with the dual purpose of assessing safety and appropriateness of placement, and connecting consumers to services in the community to address risk factors; the frequency of these contacts will be determined during Care Team Meetings.
3. Perform ongoing case management with a focus on screening and making appropriate referrals to address consumer's distinct needs in the following domains: placement issues, safety issues, education, health, mental health, legal/immigration proceedings, substance abuse, independent living, juvenile/criminal justice, public benefit access, receipt of vital records, and child enrichment activities.
4. Prioritize tasks to ensure timely delivery of core services and timely reporting. The core service deadlines are articulated in the Service Plan Template, and subject to periodic review in coordination with contracting agency.
5. Provide crisis intervention services directly, as needed, or connect family to services to ensure consumer's safety and well-being in a crisis situation.
6. Submit detailed and thorough documentation: provide written report, within 48 hours of service provision, any and all time spent in direct client interaction via LSC's case management software. A summary report must be submitted to contracting agency by the 7<sup>th</sup> calendar days of each month for each active client, unless otherwise directed by contracting agency staff.
7. Maintain accurate and current client files in LSC shared drives, including but not limited to a Service Plan (at intake, 30 days, 90 days, and termination planning), DLA-20 assessment, and copies of vital records.
8. Complete monthly invoice for services within required deadlines, as directed by supervisor.
9. Instruct informative workshops and deliver outreach activities to local stakeholders as requested by supervisor.
10. Utilize social work best practices for thorough assessments of consumer's progress and services provided.
11. Maintain regular and timely communication with supervisor around any issues concerning the consumer's safety, stability, or well-being. The TSCM is required to respond to all

messages (voicemail or email) received within 36 hours of a standard work-week, regardless of scheduled work hours.

12. Participate in ongoing individual and group supervision, all-staff meetings as assigned.
13. 40. Participate in trainings on cultural competence, service provision, and contract-holder policies and procedures.
14. Build and maintain effective working relationships with clients, colleagues, community stakeholders, volunteers, local agencies and organizations, and funders.
15. Assume other duties as requested by supervisor.

**Supervisory Responsibilities, if any** (*The scope of the person's authority, including the positions that report to the incumbent.*):

**None**

**Qualifications (Minimum Job Requirements):** *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in social work, or human services field; OR a minimum of 4 years human services work experience; master's degree in social work, or human services field preferred

Experience: At least one year experience with trafficking victims, in crisis shelters, in trauma response role, or as a victim advocate.

Specific skills/abilities:

Must be 21 years old and carry a valid NC or SC driver's license. Excellent clinical and crisis intervention skills. Proven verbal and written communication skills. Critical assessment and analysis skills. Knowledge of community resources and ability to connect families to community services. Proficiency in Microsoft Office applications. Self motivated, organized and navigate multiple service priorities.

Specialized knowledge, licenses, etc:

Some familiarity with human trafficking risk factors, demographics, impacts, and rights is preferred.

**Preferences (Optional):**

1. Knowledge of and experience working with refugee or immigrant children.
2. Cross-cultural or international experience.

**Working Conditions/Physical Requirements:** *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Contract position, requires 15-20 hours of work/week; remote position requires the case manager to self-advocate and proactively communicate questions and concerns to supervisors both verbally and in writing. *(Contract with Lily Pad Haven terminates in July 2016).*
2. Ability to travel to home visits and other service agencies to serve the client.
3. Transportation of client(s) in personal vehicle may be required

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

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Employee Signature

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Date

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Supervisor Signature

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Date

***Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.***