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**Job Title:** Case Manager  
**Department:** Adult Safe House  
**Work Location:** Adult Safe House  
**Reports To:** Adult Safe House Director  
**Status:** Full-Time  
**Classification:** Non-Exempt

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**Reaching Above Hopelessness and Brokenness, Inc.**

RAHAB Ministries strives to share the hope of Jesus Christ with broken and undervalued women, including survivors of human trafficking.

**What You Will Do/Need (Job Summary)**

Implements Case Management services at the Adult Safe House (ASH), providing advocacy and strategic planning for the residents as they progress through their healing and recovery.

**Responsibilities (Essential Duties and Responsibilities)**

- Conducts potential new resident interviews, in conjunction with the Director
- Conducts new resident intakes
- Aids applicants with application process
- Identifies resident needs for medical insurance and identification documents
- Refers new residents to all community partners for wrap-around services
- Works together with the resident to establish short-term and long-term goals
- Aids in completion of 30-day Individualized Service Plan
- Coordinates care with applicable outside care providers and custodial agents
- Maintains resident appointment calendar
- Helps conduct 90-day reviews of Service Plans and creates necessary objectives to meet long-term goals
- Helps residents identify positive coping skills
- Identifies triggers and formulates best de-escalation methods
- Keeps detailed documentation in resident files
- Works with necessary resident services to formulate transition plans for outgoing residents
- Oversees resident self-administration of medications and records in Med Log
- Provides transportation for resident programming, meetings, and appointments
- Is aware of and follows all safety protocols and procedures in order to maintain safety and security
- Enforces and adheres to the ASH Mutual Agreement responsibly and consistently
- Is aware of ASH budgetary parameters and makes purchases accordingly
- Completes Incident Reports, when applicable
- Attends weekly staff meetings and required training
- Keeps other staff informed of pertinent resident updates on a regular basis
- Other duties, as assigned



### **Minimum Qualifications (Knowledge, Skills, and Abilities Required)**

- Trauma informed
- Strong communication skills, both written and verbal
- Aptitude in problem-solving and critical thinking
- Organizational skills
- Attention to detail
- Ability to multitask; able to adapt with frequent change
- Emotional maturity
- Agreement with and adherence to the RAHAB Confidentiality Agreement
- Submits and passes a Federal Background Check
- One-time attendance at RAHAB Essentials Training
- Must have a valid Ohio Driver's License

### **What Will Make You Special (Preferred Knowledge, Skills, and Abilities)**

- Case management experience
- Licensed Social Worker (LSW)
- Previous experience and knowledge in the human trafficking field
- Ministry-minded and able to engage non-Christians from difficult backgrounds
- Expertise in conflict resolution
- Administrative gifting

### **Characteristics of the Position (Competencies)**

- Servant Leadership
- Strong spiritual maturity
- Assertive in decision-making
- Seeks to foster a positive and encouraging environment
- Maintains physical and emotional safety for the residents
- Strives to maintain a culture of love and respect among the staff and residents
- Conflict-resolution and problem-solving skills
- Exercises and models healthy boundaries with/for the residents

### **Physical Demands and Work Environment**

- Light physical demands
- Sitting at a desk for extended periods - phone and computer work
- Transporting residents to appointments
- Relational context at the safe house

### **Position Type and Expected Hours of Work**

- Four 10-hour days: Monday, Tuesday and Thursday 8:00 am - 6:00 pm, alternating Wednesday and Friday; flexibility upon approval
- Weekend on-call responsibility per schedule rotation (approx every 8 weeks)



## Travel

- Local travel with RAHAB-provided vehicles

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**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

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## Employee Acknowledgement

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Signature

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Date

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Printed Name