



**Job Title:** The Willows Case Manager

**Department:** The Willows

**Work Location:** RAHAB Office/Community/Remote

**Reports to:** Director of Minor Programming

**Status:** Full Time

**Classification:** Non-Exempt

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

RAHAB Ministries provide Christ-centered transformational services to those directly affected by sex trafficking

#### **Program Description:**

RAHAB provides long- term relational support through comprehensive case management, mentoring, and crisis intervention to minor survivors of sex trafficking and those at risk. This trauma-informed program will offer youth safety and consistency while navigating complex social service systems. In addition, RAHAB offers support to providers and caregivers, so they are equipped to meet the needs of children in their care.

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

Provide trauma-informed comprehensive case management to minor survivors of sex trafficking by engaging with youth and caregivers 2-3 times a week in a variety of community settings.

#### **Responsibilities (Essential Duties and Responsibilities):**

- Complete Individualized Service Plans in conjunction with youth and caregiver (ISP's will focus on relational support, therapeutic healing, education, and employment)
- Actively participate as a critical member of the youth's multi-disciplinary team and serve as the main point of contact on youth's service plan
- Collaborate with community members, service providers, and mentors to provide holistic and relational care for youth engaged in programming
- Advocate for youth as they navigate complex systems of care
- Participate in an on-call rotation to provide youth and caregiver additional support
- Keep detailed documentation in files and victim service data base

- Maintain strict confidentiality regarding all client information
- Assist with education and training on human trafficking, trauma-informed care, and the impact of complex trauma on youth
- Assist with implementing a support group for foster families
- Transport youth to meetings and appointments, including court advocacy
- Follow all safety protocols and procedures
- Enforce and adhere to the policies and procedures set by RAHAB
- Complete incident reports, when applicable
- Attend staff meetings and required training as requested by supervisor
- Other duties as assigned

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

- Previous case management experience with survivors of complex trauma
- Bachelor's Degree
- Strong communication skills, both written and verbal
- Aptitude in problem-solving and critical thinking
- Ability to multitask; able to adapt with frequent change
- Submits and passes a federal background check
- Celebrates diversity and is able to engage with individuals from diverse backgrounds
- Must have a valid Ohio Driver's License

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

- Case management experience with minor survivors of human trafficking
- Previous experience and knowledge in the human trafficking field

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

- Servant Leadership
- Assertive in decision-making
- Conflict-resolution and problem-solving skills
- Exercises and models healthy boundaries with/for clients

**Physical Demands and Work Environment:**

- Light physical demands
- Transporting youth to appointments

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

- Flexible hours based on client needs and appointments
- Ability to take on-call shifts to provide additional support to youth and caregivers

**Travel:**

- Local travel within all counties served by The Willows program. Summit, Stark, Portage and Cuyahoga

*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.*

**Employee Acknowledgement**

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**Signature**

**Date**

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**Printed Name**