

**Title: Anti Human Trafficking  
Case Manager - English/Spanish**

**Department: Anti Human Trafficking**

**Hours Worked: 37.5 Hours per week**



Reports to: Anti Human Trafficking Program Administrator

Supervises: None

FLSA Status: Exempt

Location: Riviera Beach, FL

**Summary:**

The Case Manager will be responsible for the determination of eligibility, assessment, and intake for clients of Human Trafficking. Case Manager will be required to develop a plan for each client, assist, and educate in safety, life skills, US law, parenting, and cultural adjustment. The Case Manager will also assist clients in locating and applying services to assist with immediate needs.

**Essential Duties and Responsibilities:**

1. Provide comprehensive victim services to certified victims of human trafficking to include an individual need base plan and intensive case management.
2. Must have prior victim service experience
3. Network with partner agencies to refer services
4. Collaborate with Catholic Charities programs in the provision of victim services
5. Meet with human trafficking clients on a regular basis
6. Support the human trafficking client through the investigative and prosecutorial process
7. Represent Catholic Charities on the Human Trafficking Task Force
8. Attend Palm Beach County Human Trafficking Coalition meetings
9. Coordinate and oversee Catholic Charities community human trafficking education outreach
10. Coordinate and oversee Catholic Charities public awareness campaign
11. Responsible for Intake and Eligibility Assessment
12. Experience in managing the federal grants.

**Qualifications:**

- Must have a Bachelor Degree
- Familiar with data entry into either a behavioral and/or clinical case notes-based system.
- Understand the fundamentals of service taxonomy (i.e. one service could include several sub-services) and how all these need to be accounted for
- Three or more years of experience in providing direct social services to victims of violence and/or trauma, preferably to survivors of human trafficking, domestic violence, sexual assault and/or torture.
- Strong interpersonal and organizational skills and excellent verbal and written communication skills are required
- **Must be bilingual English/Spanish**

- Ability to function as part of an interdisciplinary team.
- Knowledge of community social service resources and local job market
- Computer skills. MS office and database management.
- Ability to communicate professionally with applicants, service providers, co-workers and supervisors.
- Common sense and good judgment in handling day-to-day matters without direct supervision.
- Ability to forge mutually respectful partnerships with supervisor, co-workers, and clients with an understanding and sensitivity to cultural differences. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, various socio-economic groups and those living alternative lifestyles.
- Ability to work independently, set priorities, and make decisions with minimal supervision.
- Ability to follow directions and instructions from a supervisor.
- Organized, self-starter, punctual, honest, courteous, and self-controlled.
- Knowledge and support of Catholic Social teaching.
- Florida driver's license and excellent driving record.
- Professional telephone manner, interpersonal skills, and the ability to respect confidentiality. Exercise discretion and good business judgment.
- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies, and the general public.
- Ability to multi-task, work independently, makes responsible judgment calls, and work with others in a team setting.
- Ability to work irregular hours, willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements, and willingness to respond to emergency situations without notice.
- Must have a valid Florida driver's license, excellent driving record, and vehicle

**Physical Requirements:**

- Occasional light lifting and carrying of under 15 pounds, moderate carrying and lifting of 15 – 44 pounds and frequent use of both hands and fingers (i.e. typing).
- Occasional ability of minimal hearing (i.e. driving) and routine hearing (i.e. listening to others in conversation).
- Work requires specific visual abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Reviewed/Approved By:**

**CEO-Executive Director: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Human Resources: \_\_\_\_\_ Program Director: \_\_\_\_\_**

\*\*\*\*\*

**Hand delivered on \_\_\_\_\_, by \_\_\_\_\_ (Supervisor)  
to \_\_\_\_\_ (Employee).**

**I acknowledge receipt of and understand my job responsibilities as outlined  
in this job description.**

**Signed: \_\_\_\_\_ (Employee) Date: \_\_\_\_\_**

**Signed: \_\_\_\_\_ (Supervisor) Date: \_\_\_\_\_**

**Copies: Supervisor, Employee**

**Original: Human Resources**