

**Title: Anti Human Trafficking
Case Manager – Bi-Lingual (English/Spanish)**

Department: Bakhita Empowerment Program

Hours Worked: 37.5 Hours per week



Reports to: Bakhita Empowerment Program Director
Supervises: None
FLSA Status: Non-Exempt
Location: Riviera Beach, FL

Summary:

The Case Manager is responsible for assisting and advocating for survivors of Human Trafficking. The primary role of the Case Manager will involve providing intensive, comprehensive, and culturally competent services to survivors of human trafficking. Direct Services will include, but are not limited to victim advocacy, crisis intervention, safety planning, general intake, service assessments, and coordination of support services to both onsite and community partners.

Essential Duties and Responsibilities:

1. Provide direct case management services to survivors of human trafficking, including needs assessments, safety planning, goal setting, and coordination of services.
2. Offer emotional support and counseling to survivors, promoting their healing and recovery from trauma. Assist in accessing appropriate healthcare, mental health services, and legal support.
3. Develop individualized service plans based on the unique needs and goals of each survivor, ensuring access to essential services such as housing, education, employment, and legal assistance.
4. Advocate on behalf of survivors, both within the organization and in external systems such as law enforcement, social services, and legal proceedings. Collaborate with relevant stakeholders to ensure the rights and needs of survivors are met.
5. Identify and connect survivors with community resources, such as shelters, healthcare providers, legal aid, and vocational training programs.
6. Maintain relationships and partnerships with relevant organizations to ensure a comprehensive network of support.
7. Provide immediate crisis intervention services to survivors during emergencies, including safety planning, access to emergency shelter, and coordination with law enforcement or other relevant agencies.
8. Maintain accurate and confidential case records, including documentation of services provided, progress reports, and statistical data for reporting purposes. Comply with legal and ethical requirements related to confidentiality and data protection.
9. Collaborate with Catholic Charities programs in the provision of victim services.
10. Meet with human trafficking clients on a regular basis.
11. Represent Catholic Charities on the Human Trafficking Task Force
12. Attend Palm Beach County Human Trafficking Coalition meetings.

Qualifications:

- Must have a bachelor's degree (in social work, psychology, counseling, or a related field preferably). Relevant certifications or training in human trafficking, trauma-informed care, and crisis intervention are valuable.
- Prior experience in case management, preferably working with vulnerable populations or survivors of trauma, is highly desirable. Knowledge of human trafficking dynamics, victimology, and the legal frameworks surrounding human trafficking is beneficial.
- Excellent communication and interpersonal skills are essential for building trust with survivors, collaborating with multidisciplinary teams, and advocating on behalf of clients. Compassion, empathy, and cultural sensitivity are crucial attributes.
- **Must be bilingual English/Spanish**
- Capacity to work collaboratively with a diverse team of professionals, including law enforcement, legal professionals, healthcare providers, and community-based organizations.
- Strong organizational and problem-solving skills to connect survivors with appropriate resources and navigate complex systems. Familiarity with community resources and service providers is advantageous.
- Computer skills. MS office and database management.
- Ability to handle crisis situations calmly and effectively, ensuring the safety and well-being of survivors. Proficiency in risk assessment and safety planning is important.
- 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 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 manners, 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, make 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.

