

POSITION TITLE: Case Manager

POSITION SUMMARY

The Case Manager is a full time position with 40 hours per week, and is responsible for the intake, coordination and follow up of services for human trafficking victims to include information and referral, trauma informed case management, and court advocacy in a short term capacity. This position works closely with the full-time Case Manager(s), Executive Director, and Victim Services Director. Case Managers report directly to the Victim Services Director to ensure victims are identified and receive care and advocacy in keeping with the organization's mission and core values.

QUALIFICATIONS:

- Must embrace the mission and assent to the core values of Virginia Beach Justice Initiative.
- Strong interpersonal and writing skills.
- Be a "self-starter" and goal driven to follow up on assignments.
- Be organized and exhibit "follow through" on tasks and goals.
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening ability.
- Creative problem solver with calm demeanor and clear decision-making ability under pressure.
- Successful completion of a criminal background check, Central Registry child abuse and neglect background check, and psychological testing.
- A bachelor's degree OR training, experience and knowledge commensurate with the position is helpful. This includes the fields of victim advocacy, social work, psychology, or trauma.
- Comfortable creating space for those with criminal backgrounds and/or mental health and/or substance abuse issues.

JOB RESPONSIBILITIES:

- Provides information and referral services to victims of human trafficking.
- Responds to VBJI hotline.
- Conducts re-entry services for victims housed in jail.
- Provides trauma informed case management services in accordance with the case management model used by the organization.
- Provides supportive assistance to clients in a short-term capacity before advocates are assigned.
- Assists victim advocates in identifying and coordinating resources for clients.
- Tracks services being provided on required case notes.

- Visits victims/survivors in incarceration to do assessments, exit planning, and/or follow up as required.
- Provides Court advocacy and/or support and/or testimony as needed.
- Connects clients with vocational, educational and housing assistance as needed.
- Provides courtroom advocacy to include providing testimony where requested.
- Regularly meet and coordinate with the Victim Services Director, other Case Managers, Residential Director and assigned Victim Advocates to ensure client's needs are met and documented.
- Coordinates with other service providers, including, but not limited to, probation and/or parole officers, attorneys, Community Service Board (CSB) case managers, nonprofit organization case managers/residential directors, mental health and/or medical providers/counselors, housing facilities and DSS/DHS case managers, in order to meet the needs of the client.
- Researches and coordinates program placements for victims.
- Attends training as required.
- Attends quarterly committed volunteer meetings.
- Must be able to drive and willing to use personal vehicle to transport clients.
- Willingness to work after normal work hours as required.
- Provides support for volunteer victim advocates and jail class instructors.
- Provides weekly reports on activity for the purposes of grants, data collection and other required reports.
- Performs other work as required.