

Position: Case Manager

Employment Status: Full-Time Exempt, Salary

Location: Green Bay, Wisconsin; In-Office

Standard Hours: Monday through Friday, some evenings and weekends as necessary

Reports to: Program Director

HER Alliance is a non-profit organization whose mission is to empower survivors of commercial sexual exploitation and sex trafficking, advance prevention through education, and foster healing by building strong, collaborative community partnerships. All of HER Alliance's services are focused on healing, empowerment, and restoration. Our vision is to establish communities where sexual exploitation cannot thrive: Where survivors are empowered, exploitation is prevented by protecting our most vulnerable populations, and individuals stand united for last change.

Position Summary

Under the supervision of the Program Director, the Case Manager provides trauma-informed, survivor-centered, culturally sensitive support and case management services to individuals who have experienced sex trafficking and/or commercial sexual exploitation. This role is client-facing with weekly, in-office staff hours Monday through Friday, including some evenings and weekends, as needed. Virtual office hours are not available. The Case Manager role involves developing goal plans, coordinating care, providing advocacy, and helping survivors access essential resources, including housing, mental health services, legal aid, education, and employment. The Case Manager participates in multi-disciplinary team meetings to assist participants in prioritizing goals, developing a plan to reach those goals, and making referrals for services to accommodate goal plans. The Case Manager will provide data collection, case documentation, and file maintenance to support participants.

Responsibilities

The Case Manager will:

- Develop and monitor client goal plans by:
 - Managing the intake process
 - Building trusting relationships
 - Creating individualized goal plans
 - Making appropriate referrals
 - Maintain confidentiality
 - Maintain case notes and files in an orderly, up-to-date manner
 - Assist in improving efficiency of reporting
- Provide referrals to shelters, treatment centers, and community-based programs
- Facilitate the planning and leading of life skills and peer-to-peer groups and activities
- Be knowledgeable about resources and community services
- Provide transportation to/from groups and goal oriented appointments as needed
- Plan, shop, and prep for all upcoming events and activities on a weekly basis
- Monitor expenditures, ensuring compliance with budget allocations
- Be on-call for emergency situations on rotation

- Participate in weekly team and programming meetings, as well as occasional inservice days and other trainings
- Collaborate with other agencies such as law enforcement, legal professionals, and community service providers to provide a collaborative network of participant services
- Coordinate with the Program Director for specific needs of each participant
- Track all data necessary for grant reporting
- Aid with the 'My Life, My Choice' youth program
- Remain current with best practices in trauma-informed care, human trafficking policy, and community resources
- All other duties as assigned by any member of the leadership team

Competencies

- Experience providing case management services
- Excellent organizational and communication skills
- Ability to work independently and as part of a multidisciplinary team
- Maintain professional boundaries with staff and clients
- Respond to crisis and/or escalated behavior in a calm and confident manner
- Demonstrate initiative with researching and accessing relevant resources in the community
- Treat participants with respect while fostering active engagement when developing goal plans
- Understand the dynamics of family dysfunction, including domestic violence, child abuse and neglect, developmental issues, and substance abuse
- Self-motivated to improve skills and knowledge in order to grow with the expanding needs of the organization.

Preferred Competencies

- Understand the issues concerning survivors of sexual assault, domestic violence, and human trafficking (i.e. trauma, self-esteem, assertiveness, empowerment, violence prevention, and victims' rights)
- Ability to connect with people from a variety of socioeconomic and cultural backgrounds
- Flexible hours to accommodate the needs of the position: some weekend and evening hours will be required to fully engage all aspects of client case management
- Availability to rotate in a weekly on-call schedule, which includes after-hours and weekends
- Comfort in facilitating small groups with a guided curriculum
- Familiarity with local community resources

Qualifications

- Bachelor's Degree in Social Work, Counseling, and or Psychology
- Exceptional interpersonal, writing, speaking, and presentation skills
- Background Check Required
- Proficiency in Apple, Google Office, Microsoft Office, and Data Management suites
- Reliable transportation, valid driver's license, and clean driving record

Personal Attributes and Values

- Demonstrate a high level of professionalism, honesty, integrity, and respect with all participants, board members, staff, volunteers, community partners, and all other organization contacts
- Portray passion for HER Alliance's vision and mission, which includes avoiding behaviors or activities that further the exploitation of other individuals

- Maintain confidentiality with participant, staff, and organizational information
- Friendly, approachable attitude and ability to remain open-minded when encountering diversity in thought, gender, culture, language, and behavior
- Ability to thrive on a small team of like-minded individuals

TO APPLY: All applications must be submitted via email with the title of the position in the subject line. Please email your resume and cover letter, with at least three professional references, to info@heralliance.org. Only candidates who meet the minimum qualifications with complete application materials will be considered.