

eliminating racism empowering women

ywca job description

YWCA of Kalamazoo
353 E. Michigan Ave.
Kalamazoo, MI 49007

T: 269-345-5595
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hr@ywcakalamazoo.org
www.ywcakalamazoo.org

Position: Bilingual Human Trafficking Case Manager

Department: Anti-Trafficking Program

Supervisor: Anti-Trafficking Program Director

Compensation: 24.00 hourly

FLSA Status: Exempt, Full-Time

Hours of Work: Monday – Friday; Occasional evening or weekend work.

Resume: Send resume to hr@ywcakalamazoo.org

MISSION STATEMENT:

Eliminate racism, empower women, and promote peace, justice, freedom and dignity for all.

PRIMARY FUNCTION: Assist victims/survivors of labor and sex trafficking recovering from trauma and exploitation. To deliver high quality survivor-centered, trauma-informed intensive case management to migrant and immigrant victims/survivors of human trafficking; developing service plans to match individual needs utilizing a range of financial, medical, social, vocational, and other services and resources based on participants' needs, eligibility, and priorities. Also participate, as required, in crisis intervention, program planning, outreach, and service development through task forces, and community work groups.

QUALIFICATIONS:

1. Fluency in **Spanish** is REQUIRED.
2. Minimum Bachelor's Degree in human services or a related field (or a combination of education and/or training and/or experience which provides an equivalent background required to perform the work.)
3. A minimum of two years' experience of providing services to people who have experienced harm
4. Knowledge of trafficking, the myriad of barriers and unique needs a victim/survivor will have, and an in-depth understanding of trauma-informed care
5. Familiarity with community systems and resources
6. Excellent presentation and communication skills
7. Excellent organizational skills. Proven abilities to set priorities and fulfill responsibilities
8. Ability to work effectively with staff from other disciplines (criminal justice system, human services, health care, employment agencies) and to effectively represent the YWCA
9. Demonstrated ability to be flexible and creative in meeting client needs while maintaining professional boundaries and self-care practice
10. Demonstrated ability to work with people of diverse backgrounds
11. Ability to make sound decisions and respond capably in crisis situations
12. Ability to work independently to ensure proactive, quality performance of duties, as well as ability to work part of a team
13. A valid driver's license and reliable transportation
14. CPR and First Aid certification required

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

RESPONSIBILITIES:

1. Deliver trauma-informed, survivor-centered intensive case management and advocacy services based on individual needs
2. Provides immediate emergency response services and advocacy to victims/survivors at safe locations such as hospitals, police stations, the victims/survivor’s home, or other non-traditional locations in the community
3. Provide individualized intake, assessment, orientation, support, safety planning, referral and advocacy services by assessing and evaluating each victim/survivors distinct needs to develop service plan
4. Asses and monitor case progress to ensure goals are being attained, designated resources are being maximized, and modify plans as required
5. Ensure that victims/survivors are provided the information, tools, resources, and support they need to meet their self-identified goals and objectives
6. Meet and communicate regularly with assigned caseload participants weekly or as needed
7. Engage in outreach to key partner organizations and vulnerable communities in order to increase identification of human trafficking as well as resources available to victims/survivors
8. Ensure compliance with record keeping, documentation management and reporting requirements
9. Attend team and all staff meetings, participate in collective team and agency efforts, and comply with all YWCA Kalamazoo policies and practices

TRAINING REQUIREMENTS:

1. Orientation to YWCA Personnel Policies, Mission, Purpose and One Imperative.
2. Racial Justice Training
3. Orientation to Anti-Trafficking, Domestic Violence, Sexual Assault, Confidentiality, Mandatory Reporting.
4. Other appropriate training and in-service which will occur during employment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Signature: _____ **Date:**

Supervisor Signature: _____ **Date:**

Vice President Signature: _____ **Date:**

CEO Signature: _____ **Date:**

HR Signature: _____ **Date:**