



HELPING CAPTIVES

Case Manager Job Description

Our Mission:

Helping Captives is a Christian anti-trafficking and support organization serving the Spokane, Washington and Northern Idaho regions. We exist to honor God through providing opportunities for freedom and safety to those exploited by sex trafficking through prevention, intervention, and recovery services. www.helpingcaptives.org

Program Description:

The goal of **Helping Captives** Anti-Trafficking Emergency Stabilization House is to provide holistic, individualized, and trauma-informed care services to adult female victims of commercial sexual exploitation and sex trafficking including safe home facilities, case management, and long-term program placement. Helping Captives efficiently coordinates the care needed for stabilization and makes connections to long-term care on behalf of victims.

Position:

Case Manager oversees all case management of safe home residents and assists with day-to-day resident care. Establishes a culture of honor, an emotionally safe environment and trauma-informed care in the procedures and activities of the safe home.

Minimum Qualifications:

Bachelor's degree preferred: Counseling, Psychology, or Social Work
4 years' experience preferred, 2 years minimum required, professional experience in Mental Health or Residential Care services. (Preferred experience in high-risk populations and victims of trauma.)

Class Summary:

This is a 30-hour position during the daytime shift. This position involves mid-level complex tasks in direct care and staff support and is an hourly position. This role reports directly to the Program Director. The weekday hours of this role will begin at 9am and end at 3pm. Being on call one week a month is a requirement of this position.

Position Specific Duties:

- ❖ Reports directly to Program Director.
- ❖ Necessary medical services and doctor appointment coordination and transportation.
- ❖ Provide care to residents and make decisions in emergency situations.
 - Responsible for resident care- including medication needs, general health and other needs.



HELPING CAPTIVES

- Build relationships with residents and encourage growth and goals (in collaboration with the house staff team).
- Be present and available for emotional and spiritual encouragement and guidance.
- Implement Safe Home medical protocol in emergency situations / Conduct ER transportation when needed.
- Conduct transportation of residents when needed.

- ❖ Complete Intake Procedures- in team dynamic with fellow staff members.
 - Prepare housing needs for new intake (linens, toiletries, welcome basket).
 - Conduct resident intake searches.
 - Complete intake paperwork and drug screen.

- ❖ Enforcement of Safe Home rules and regulations with residents and volunteers (as needed).
 - Maintain a stable, safe environment and facilitate conflict-resolution and utilize de-escalation techniques.
 - Implement trauma-informed corrective conversations and redirection where needed, while keeping household physical and emotional safety in mind.
 - Respond appropriately, with respect and compassion, when enforcing house rules.

- ❖ Assists all staff with the shared responsibilities of medication, smoke break, and mealtimes.
- ❖ Provides insight to the Program Director about resident's goals and progress.
- ❖ Long Term Program coordination, referral, and transportation.
- ❖ Coordination of resident transportation and driving to and from appointments.
- ❖ Coordination of resident needs.
- ❖ Serves as part of a team, working to create a safe and healthy environment to encourage positive changes in the beliefs, attitudes, and values of Safe Home residents.
- ❖ Ensures that all documents submitted are accurate and in a timely manner.
- ❖ Substance Use Disorder inpatient coordination.
- ❖ Participate in program activities and teaching classes as needed.
- ❖ Willingness to adapt and be flexible to assist residents with needs.
- ❖ Inputs accurate and complete data for daily activities and updates with residents into Safe House Shift Log and individual resident progress notes in the EMR.
- ❖ Models and upholds Helping Captives core values, policies, statement of faith, and code of conduct.



HELPING CAPTIVES

- ❖ Participates in regular staff meetings, staff training programs, supervisory sessions, and accepts the responsibility for aiding the development of positive team relationships.
- ❖ Other duties as assigned by the Program Director.
- ❖ Maintain CPR certification (must be obtained within 90 days of employment).

Skills:

- ❖ Experience working with persons in crisis.
- ❖ A strong attention to detail and problem-solving skills.
- ❖ Ability to establish rapport and communicate well with a variety of personalities and in a variety of situations.
- ❖ Ability to coordinate services and program activities with other SH team members and community agencies and to use community resources effectively.
- ❖ Demonstrated ability to work with Microsoft Office products such as Word, Excel, and PowerPoint.
- ❖ Demonstrated ability to work with Google docs and calendar.
- ❖ Ability to maintain records, prepare reports, and compose correspondence.
- ❖ Ability to motivate others towards achieving goals.
- ❖ Ability to work independently with a strong sense of identity, nonjudgmental, and with a clear sense of boundaries.
- ❖ A strong sense of and respect for confidentiality/HIPPA involving both clients and fellow employees.
- ❖ Ability to legally operate a motor vehicle, with valid insurance and acceptable driving record and provide own transportation. Use of personal auto may be necessary.

Personal Attributes:

- ❖ Demonstrate maturity, integrity, and sound judgment.
- ❖ Consistent with good time management and multitasking ability.
- ❖ Compassionate with healthy boundaries.
- ❖ Healthy understanding of self-care.
- ❖ Calm and shows strength under pressure.
- ❖ The ability to express empathy and show patience to build trust and rapport with survivors through a trauma informed lens.
- ❖ Ability to communicate and show patience in stressful situations.
- ❖ Lovingly intentional in building relationships without use of manipulation.
- ❖ A personal commitment to the Christian faith and to the mission of Helping Captives as a Christian faith-based nonprofit organization.
- ❖ A quick learner that is comfortable in a fast-paced environment where things change rapidly with the ability to intuitively adapt quickly while communicating clearly and staying calm.



HELPING CAPTIVES

❖ Acceptable Background Check.

Compensation/Benefits:

\$25/hour

2 weeks paid vacation.

No other benefits currently.

HRC Ministries DBA Helping Captives is a 501(c)3, charitable, non-profit, Christian organization. Helping Captives has an organizational religious exemption from the prohibitions contained in Title VII of the Civil Rights Act of 1964, as amended, concerning religious discrimination in employment. We further reserve the right to discriminate or designate certain positions when a bona fide occupational qualification exists. It is the policy of Helping Captives to grant equal opportunities for employment to all qualified individuals and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex or disability.