

# Catalyst Ministries

## Case Manager Job Description

### About Catalyst Ministries

Catalyst Ministries provides long term residential, restorative care for women who are survivors of human trafficking and exploitation. We are a faith-based organization functioning from biblically-based principles and prayer. Cultivating a team-environment is essential to us and our goal is to rally our local communities to ensure survivors of human trafficking are given a new chance to live the life God intends for them.

### About the Role

The Case Manager is a self-motivated professional responsible for providing day-to-day support and programming, and overseeing safe passage to graduation into their new independent life through helping clients gain access to needed services through assessment, care plan creation, service referral, maintaining care and evaluation to ensure high program standards are met and exceeded for clients.

Location: Rockwall, Texas

Hours: 25 hours per week

Reports to: Program Director

### Responsibilities

- Manage client's schedule in coordination with Volunteer Coordinator and other team members
- Lead and own case management for Program clients depending on their case needs through service areas, including but not limited to:
  - Legal services—coordination with immigration services, coordination with legal counsel or law enforcement on open and active cases, payment of court fines or waivers, and transfer of court supervision (out-of-state parole/probation)
  - Financial services—basic budgeting, debt repayment plan, down payment or rent subsidy, enroll for bank account/credit card, financial literacy classes, and tax preparation
  - Medical/Dental services— dental care, immunizations, nutrition education, physical examination/primary care, referral to medical specialists, and psychological testing
  - Mental Health services—counseling/therapy, intensive outpatient placement (IOP), mental health assessment, and psychiatric evaluation
  - Academic services—academic placement testing, application for scholarships, ESL classes, GED classes and testing and secure academic tutors

- Vocational services—job search support, job training classes, letters of recommendation for employment, resume preparation, and worker’s rights education
- Relational/Social services—anger management/codependency/conflict resolution and other relational classes, divorce/annulment, family reunification counseling, parenting classes, and social media account closure
- Housing services—down payment/rent assistance, providing furnishings for independent living, and securing program placement or independent living
- Social services—food stamps enrollment, medical assistance (medical care and prescription coverage), out-of-state benefits closure, SSI/SSDI, and WIC enrollment
- Spiritual services—Bible study, Biblical/pastoral counseling, grief counseling, spiritual formation, and worship attendance
- Transportation services—safe transportation through volunteer drivers, helping clients to get their driver’s license.
- Keep comprehensive, confidential and organized records and documentation for each client’s case management on a weekly basis
- Assist with transportation to and from meetings
- Responsible for creating and maintaining individual case management plans and coordinating services

## Qualifications

- Bachelor's degree in human service field, preferably in Social Work
- 1 year of case work experience providing services to victims of crimes
- Valid driver’s license
- Complete background check successfully

## Skills and Abilities

- Emotional maturity
- Availability/Flexibility in schedule
- Knowledge of substance abuse/recovery
- Empathy (able to personally relate) and compassionate
- Spiritual maturity
- Strong personal support network
- Experience managing volunteers and staff
- Willingness to learn new professional skills, hold high standards and to lead by example for staff and volunteers
- Bilingual a plus

To apply: Email resume to [humanresources@catalystministries.net](mailto:humanresources@catalystministries.net) with subject line “Case Manager - Rockwall, TX.”