CASE MANAGER (SPANISH FLUENT)

Position Description

ABOUT RESTORE NYC
Thousands of women are sold for sex every day in NYC, in every neighborhood of every borough. Restore finds women who have been sex trafficked and provides counseling, housing, and jobs. We empower each survivor to thrive in her community, which includes having stable housing, a job she loves, being reunited with her family, and ultimately experiencing sustained freedom – and we have the data to prove it. Learn more about us on our website.

JOB SUMMARY
This is a full-time position reporting to the Director of Client Services. The Spanish-fluent Case Manager will carry a case load of up to 25 clients providing trauma-informed, culturally sensitive services primarily through case management. Case management is an essential service for foreign-national survivors of trafficking in their recovery process. Case management is a means for improving and promoting wellness and self-determination through mobile advocacy, empowerment, education, connection to resources, and relationship building. Comprehensive case management is a collaborative process of assessment, service planning, and service delivery with each survivor.

This is a full-time position requiring a commitment of 40-45 hours per week. The shifts are generally Monday to Friday, 10AM – 6PM or 9AM – 5PM at our Midtown office, although some evening hours may be required given clients’ varying schedules. The Case Manager will be eligible to enroll in Restore’s major medical, vision, dental, and life insurance plan.

SPECIFIC RESPONSIBILITIES
• Provide comprehensive case management services to survivors of trafficking to promote optimum mental/emotional health and address trauma
• Assist clients to identify goals, strengths, and personal interests
• Create individualized service plans with each client to ensure their ongoing needs are being addressed and met through advocacy, education, and resource coordination
• Conduct strengths and needs assessment, safety planning, and crisis prevention plans
• Provide resource coordination and direct referrals for clients to appropriate services within Restore and with external service providers
• Collaborate and consult with other service provider organizations to manage client referrals for legal, housing, medical services, and other social services
• Assist clients in reducing barriers to accessing care
• Be a liaison between clients and other service providers, including law enforcement and immigration attorneys
• Connect clients to eligible federal and state benefits and programs including Office of Temporary Disability Assistance and the Trafficking Victims Assistance Program
• Provide emergency and ongoing practical assistance including transportation, food cards, financial assistance, etc. as needed
• Administer impact assessments to clients across programs at intake, throughout service delivery, and case closing according to the impact schedule
• Provide accompaniment for clients to legal, immigration, and other appointments
• Complete all necessary documentation including progress notes and entry of impact data within 24 hours of service delivery in Apricot (electronic client database)
• Serve in an on-call capacity at least three months per year; responding to crises and
emergencies appropriately, interact with law enforcement and service providers; provide emergency practical assistance including transportation and accompaniment, food cards, financial assistance, etc. as needed

- Attend Restore’s staff “quarterlies” once every three months (2-day event)
- Attend weekly supervision with Director of Client Services, other education/training, and consultation meetings with staff including weekly team check-ins, Client Services team meeting, peer supervision, and prayer meetings
- Practice trauma-informed, culturally and linguistically sensitive, survivor-centered practices in all interactions with clients, staff, service provider organizations, and other stakeholders
- Ensure adherence to HIPPA requirements as well as APA, ACA, and NASW ethical guidelines

QUALIFICATIONS
- Affirm the Nicene Creed and attend a Christian church
- Master’s degree from accredited college or university in social work or mental health counseling
- Professionally licensed in New York State (preferable) or license-eligible (acceptable)
- Success in roles requiring execution of multiple tasks while responding to multiple priorities and consistently delivers against timelines
- Can remain focused and flexible in the face of pressure
- Experience working with individuals impacted by trauma and working with immigrant women and/or at-risk populations
- Training in trauma-informed care and survivor-centered practices
- Strong relational skills and engagement with survivors
- Model leadership skills, emotional and spiritual maturity, and responsibility
- Strong organizational skills and attention to detail
- Humble, hungry, and smart in leadership roles and responsibilities
- Keen self- and social-awareness, well-developed self- and relationship-management skills
- Deep commitment to the healing and well-being of survivors of sex trafficking
- Able to work well with a diverse team
- Spanish fluency required

ADDITIONAL INFORMATION
The following are some key aspects of our organizational culture that guide our behavior:
- We always prioritize the health and well-being of the survivor
- We take personal responsibility for deliverables
- We support each other so that we can recharge and refresh, whether it is vacation, retreat days, or other activities (professional development classes, meetings with like-minded partners)
- We sacrifice ego for the collective good of the team

If interested in this position, please send your cover letter and resume to recruiting@restorenyc.org.