



UNIVERSITY OF MARYLAND
SAFE CENTER
FOR HUMAN TRAFFICKING SURVIVORS
EMPOWERING THE STATE

SUPPORT, ADVOCACY, FREEDOM, AND EMPOWERMENT CENTER

Job Announcement: Human Trafficking Case Manager

The University of Maryland Support, Advocacy, Freedom, and Empowerment (SAFE) Center for Human Trafficking Survivors is seeking a motivated, caring, team-oriented case manager to join our clinical case management program. The SAFE Center is dedicated to providing direct services, research, and advocacy in the field of human trafficking. Through in-house service provision and collaboration with partners, the Center provides comprehensive social, legal, mental health, medical, and economic empowerment services to survivors of sex and labor trafficking of any age, nationality, or gender. The SAFE Center's mission is rooted in social justice and its active efforts to fight systemic racism as it recognizes this as one of the causes of human trafficking. More information is available on the SAFE Center's website at www.umdsafecenter.org.

The Human Trafficking Case Manager will provide trauma-informed case management and crisis intervention services to domestic and foreign national victims of human trafficking, as well as assist with social services program development and outreach. Due to COVID-19 and social distancing, the majority of client services are being delivered remotely and through online platforms as we phase in a return to in-person services, consistent with public health guidelines. This is a full time position located in College Park, Maryland. Candidates will be required to complete a background check.

Responsibilities

Case Management

- Create individualized service plans that help survivors identify and reach their goals.
- Promote clients' wellbeing and ability to reach their goals through assessment, advocacy, psychosocial education, rapport-building, connection to resources, accompaniment to appointments when necessary and appropriate, and evaluation.
- Use motivational interviewing and a strengths-based approach to promote client self-assessment and self-advocacy.
- Assist clients in accessing benefit programs for which they are eligible, housing, medical and dental care.
- Conduct intake, assessments, and outcome evaluations as needed. Use the Adult Needs and Strengths Assessment- Human Trafficking (ANSA-HT) to track and evaluate client progress.
- Supervise or lead client community-building activities and outings.
- Manage case files and provide progress notes after each client interaction. Maintain written records of all needs, service plans, and goal achievements.

Immediate Crisis Intervention

- Rotate in an on-call schedule to respond to after-hours crisis calls involving trafficking victims/survivors.
- Assist with all aspects of crisis intervention including providing for emergency needs like food and/or clothing, shelter placement, and safety planning; assessing for emergency medical, mental health, or substance abuse support and making required connections; assisting with

transportation and interpretation needs; providing supportive counseling; and making a follow up or service transfer plan.

- Communicate with appropriate SAFE Center staff and complete reporting for new intakes.
- Follow all SAFE Center safety protocols and procedures.
- Assist in development of crisis intervention protocols and resources.

Programs and Outreach

- Assist with outreach, training, and program development as needed. Assist with relevant grant writing and reporting.
- Review and revise crisis intervention and case management protocols, policies, and procedures as needed.
- Assist with data collection and analysis and grant reporting.

Other duties as assigned.

Minimum Qualifications:

- Education: Bachelor's degree in social work, psychology, counseling, public health, education, or another relevant human development field or equivalent experience. Masters degree preferred.
- **Fluency in Spanish is required.**
- Experience: Demonstrated experience working with survivors of trafficking, sexual assault, domestic violence, or other crimes or trauma; or experience working on a crisis hotline or on overnight shifts as a rape crisis advocate, EMT, suicide prevention counselor, or other emergency / crisis response.

Knowledge, Skills, and Abilities:

- Ability to gather and assess information, weigh options, and exercise excellent independent judgment.
- Strong interpersonal skills, cultural humility, and a demonstrated ability to effectively interact with a diverse client population, including with individuals who have limited English proficiency.
- Empathetic and skilled in active listening.
- Organized, flexible, and able to multi-task; embracing of change.
- A positive, cooperative, affirming, and professional demeanor with clients, partner organizations, volunteers/interns, and team members.
- Resilient and solution-focused; committed to creative problem solving.
- Desire and ability to work together with professionals of other disciplines (law, economic empowerment, medical, etc.) as part of a multi-disciplinary team on behalf of clients.
- Must have a current, valid drivers' license and be able to drive a car.

Please apply at this link: <https://ejobs.umd.edu/postings/79869>. A resume, cover letter, and a list of three references is required. **To be considered for the position, please state your level of Spanish language proficiency on your resume.**

Salary is commensurate with experience. The University of Maryland has a generous benefits package which includes medical insurance, vision insurance, prescription benefits, dental insurance, life insurance, saving for retirement, and additional benefits. Additionally, employees accrue yearly up to 22 annual leave days, 15 sick days, 14 holidays, and 3 personal days. More information is available at <https://uhr.umd.edu/benefits/>.

The SAFE Center and the University of Maryland is committed to creating a work and educational environment that is rich in diversity, inclusive, and supportive of all students, faculty, and staff.

We are an equal opportunity/affirmative action employer that complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. We are committed to a policy of equal opportunity for all persons and do not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.

Best consideration date: November 30, 2020