Case Manager Job Description

POSITION SUMMARY: Reporting to the Operations Director, the Case Manager will be responsible for providing direct services to clients with complex trauma issues with the goal of increasing stabilization, safety, and well being. Direct services include assessment, intervention, education, and linkage with needed community based resources and services.

Responsibilities:

- Work from a strengths-based, trauma-informed, and culturally competent perspective
- Maintain a working knowledge of evidence-based interventions and knowledge of significant developments in the anti-trafficking field
- Assess clients for risk, protective factors, and emotional well-being
- Assist clients in developing service plans addressing safety, stabilization, substance abuse, and mental health issues from a harm-reduction approach
- Counsel with clients for stress reduction, stabilization and crisis intervention
- Frequently assess ongoing changes in the client such as behavior or circumstances and adjust service plan accordingly
- Prepare reports by collecting, analyzing, and summarizing treatment and results data
- Serve as a liaison between other organizations, service providers and The Landing
- Facilitate and conduct educational classes to clients as needed
- Serve as an effective spokesperson for The Landing at community events, presentations and speaking engagements
- Maintain ethical standards
- Maintain accurate records, files, and other relevant documentation in accordance with the agency policy

Skills:

- Ability to communicate effectively with supervisors, co-workers, and other community partners
- Ability to work with high-needs clients including those with a complex trauma-history, mental health and substance abuse issues, poverty issues, housing issues, etc.
- Must have strong work ethic and take initiative
- Must relate well to clients in a compassionate, non-judgmental manner
• Ability to manage multiple clients with various needs and in various stages
• Knowledge and ability to navigate human services, mental health, and substance abuse systems
• Effectively manage time and organize activities to ensure deadlines are met and tasks are accomplished

Requirements:
• Masters Degree in a Human Services related field preferred
• LMSW, LCSW, LPC or related license/certificate preferred
• Bilingual-English and Spanish preferred
• At least 1-year experience in related field
• Must have valid driver’s license
• Ability to transport clients
• Able to maintain flexible work hours including weekend/evening events as needed
• Understanding of and ability to utilize a trauma informed approach when working with clients
• Assists with other duties assigned by the Operations Director

Salary Range: $42,000-$48,000 DOE

To apply for this position, please send a resume and cover letter to the Operations Director, Shani Bacy at shani@thelanding.org by December 4, 2017.