

# Case Manager

## ROLE INFORMATION

**POSITION TYPE:**  Volunteer  Full Time, Exempt  Part Time

**TEAM:** Survivor Services

**TIME COMMITMENT:** 35 hours per week

**IN-OFFICE/REMOTE:**  In-Office  Remote

## RESET180

Reset180 is a not-for-profit 501(c)(3) Christian organization in Northern Virginia whose mission is to **prevent** local human trafficking and commercial sexual exploitation, **disrupt** the related networks, and **restore** those who are impacted.

## GENERAL ROLE DESCRIPTION

The Case Manager is a multi-faceted role. Survivors who are referred to Reset180 may be in imminent danger and in need of crisis intervention and intensive safety planning assistance. The Case Manager is responsible for providing direct services to clients in the Resource Center located in Reston, Virginia.

## RESPONSIBILITIES

- The Case Manager reports directly to the Director of Survivor Services, or the Executive Director if the Director of Survivor Services is not available, and ensures that all tasks assigned are carried out with excellence and in a timely manner.
- Locate and learn from available community, NGO, and governmental agency resources by attending webinars, conferences and training to ensure the Survivor Services department is up to date on all pertinent anti-trafficking work.
- Provide input to the Director for writing policies, practices, and procedures regarding Case Management processes.
- Assess client needs upon referral, connect clients to appropriate services, and advocate to ensure the provision of comprehensive services meet the identified needs
- Ensure that services are provided in a trauma-informed and client-centered manner driven by the survivor's needs, their future goals, while respecting the client's choices.
- Assess all client referrals to determine which referrals are an appropriate fit, considering the survivor's needs and the services that Reset180 offers.
- The Case Manager, Director of Survivor Services, and Executive Director will determine the caseload size, considering the needs of each of the clients and the time investment required for each client to encourage their success in the program.
- Meet weekly with clients in person for Case Management meetings and assist the client in developing or updating an Individualized Service Plan and monthly budget.
- Implement excellent note-taking practices in every client interaction and maintain the Case Management online database system.
- Assist in leading the weekly Care Team meeting by presenting and advocating for client needs to the team.

- Share any pertinent client information that will assist the Care Team in making decisions on client requests and give input on the client's trajectory towards meeting their goals.
- Communicate with clients on Care Team decisions.
- Establish discharge dates with clients and consistently work with clients to define and establish long-term self-sufficiency.

## QUALIFICATIONS AND REQUIREMENTS

- A bachelor's degree in social work or human services related field or equivalent direct services work experience.
- Three or more years' experience in providing services to human trafficking victims, sexual abuse victims, victims of domestic violence, those with mental health issues, or those struggling with/recovering from substance abuse.
- Strong written and verbal communication skills.
- Ability to complete tasks while navigating frequent interruptions.
- Valid driver's license and reliable transportation.
- Ability to work with highly traumatized individuals.
- Ability to work collaboratively with a team.
- Willingness to work on-call on occasional weeknights and weekends.
- Ability to walk up a flight of stairs and stand for long periods of time.
- Must be willing to use your own cell phone, computer, and transportation.
- Must download and use the Reset180 communication app.
- Submit information for an online background check.
- Sign mandatory forms.
- Adhere to Reset180 policies and procedures outlined in the Reset180 Employee Manual.
- Subject to a 3-month probationary term contingent on training performance.
- Provide two (2) professional references and one (1) personal reference.
- Review and agree with our [Mission](#), [Strategy](#), and [Statement of Faith](#).
- Watch Survivor Services training videos and go through on-boarding process with the current Director of Survivor Services.
- Proficient in Google Suites, Slack, Salesforce or willingness to learn.

## Critical Qualities

- Mature orthodox Christian faith as defined by our Statement of Faith.
- Ability to deliver creative, resourceful solutions to unique challenges.
- Exceptionally high level of honesty and integrity.
- High standard of personal discipline.
- Sustained positive attitude and joy in learning.
- Ability to practice good self-care and healthy boundaries.
- Ability to prioritize competing priorities and make sound decisions.
- Strong organizational and time management skills.

## Preferred Qualities

- Experience with providing services to human trafficking victims, sexual abuse victims, victims of domestic violence, those with mental health issues, and those struggling with/recovering from substance abuse.
- Knowledgeable about sex and labor trafficking in the United States.

## Mission, Faith Statement, and Strategy

- <https://reset180.com/mission-faith-statements>
- <https://reset180.com/our-work>

## TO APPLY

**Email Resume, Cover Letter, References, & \*Statement of Faith in one document to [careers@reset180.com](mailto:careers@reset180.com).**

### **\*What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Reset180. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.