

<b>Job Title</b>	Trafficked Persons Assistance Program Case Manager
<b>Employer/ Agency</b>	YMCA International
<b>Job Description</b>	<p>Hours of Business: 8:30 – 5:00 pm, some evenings and weekends will be required.</p> <p><i>The YMCA of Greater Houston has outstanding benefits including medical, dental, and vision insurance, long term disability, life insurance, paid holidays, and 12% retirement paid by our association upon meeting eligibility requirements.</i></p> <p>YMCA International Services is a unique branch of the YMCA of Greater Houston that seeks to meet the needs of Houston’s significant marginalized communities. We provide comprehensive programs that focus on building human assets and fostering self-sufficiency.</p> <p>The Human Trafficking Case Manager (CM) is responsible for the intake, coordination and follow-up of holistic case management to victims of human trafficking. The CM will provide intensive trauma-informed services to victims, meeting them where they are and supporting them as they move through different systems; homelessness, transitional and domestic violence shelters, the criminal justice and social service delivery systems, child welfare services, legal systems, educational systems, employment services and family systems until they graduate from the program or until the case is closed. The duties and responsibilities listed below are the basis for supervision and performance evaluation. These are subject to change under the direction of the TPAP Director and Senior Program Manager.</p> <p><b>Specific Responsibilities</b></p> <p>Perform client intake screenings and conduct assessments to determine service needs, such as basic necessities, housing, safety planning, mental health services, medical and emergency dental care, referrals to immigration/legal providers, referrals to agencies that provide literacy education and/or job training, criminal justice system advocacy, family reunification, coordination with interpreters and/or translators, transportation, and emotional support.</p> <p>Coordinate a comprehensive and holistic service plan for each client. Clients must be engaged in process and, at the appropriate time, assist in creating an exit strategy with long-term sustainable goals.</p> <p>Develop and maintain positive relationships with community partnerships, such as social services providers, law enforcement, the educational system, criminal justice system, and others to support clients in receiving a full range of holistic services.</p>

Evaluate and address any immediate crisis situation utilizing effective conflict management, de-escalation and crisis intervention techniques.

Assess and address safety concerns on a continual basis.

Participate as a member of a 24 hour Crisis Response Team which includes assisting first responders with assessment of potential victims of human trafficking and placement.

Follow all client confidentiality and privacy requirements and standards.

Maintain clear and accurate documentation for all client interactions in case files and an automated information management system.

CM will provide or arrange transportation when necessary to facilitate client services.

**Other Responsibilities**

Complete all trainings and requirements recommended by the TPAP Director or Senior Program Manager.

Attend YMCA International monthly all-staff meetings

Participate in and cover for all other YMCA International rotating duties

Report suspicious and inappropriate behaviors and policy violations.

Follow mandated abuse and incident reporting requirements.

Meet timelines and deadlines related to supporting systems and employee compliance. Example includes but are not limited to Kronos Workforce Ready for review and approval of time sheets.

Upon request by the TPAP Director.

**Qualifications**

**Bilingual Spanish/English required.**

- Licensed Social Worker – MSW preferred – providing case management to trafficking survivors, victims of crime, domestic violence, immigrant communities or similar population.
- Ability to work with culturally diverse populations, to include individuals with disabilities, substance abuse, and those who identify as GLBT.
- Proficient in computer applications and programs, such as Word, Microsoft Excel, and utilization of the internet in performing job duties.
- Ability to work flexible hours, including some evenings and weekends.
- Excellent conflict management skills.
- Excellent communication and writing skills required.
- A team player.
- Good organizational skills and an ability to work in a fast-paced environment.
- Able to collaborate and work effectively with YMCA staff and community stakeholders.

	<ul style="list-style-type: none"> <li>• Must have reliable transportation and a clean driving record.</li> <li>• Report suspicious and inappropriate behaviors and policy violations.</li> <li>• Follow mandated abuse and incident reporting requirements.</li> <li>• Meet timelines and deadlines related to supporting systems and employee compliance. Example includes but are not limited to Kronos Workforce Ready for review and approval of time sheets.</li> </ul> <p>Hours of Business: 8:30 am – 5:00 pm, some evenings and weekends will be required.</p> <p><i>The YMCA is an Equal Opportunity Employer Females/ Minorities/ Veterans/Disabled. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status</i></p>
<b>Salary/Hours</b>	47,944.00 - 57,532.80
<b>Employer/Agency</b>	YMCA International
<b>Address</b>	6300 Westpark Drive
<b>City, State, Zip</b>	Houston TX 77057
<b>Contact Person</b>	Jaimie Keller
<b>Contact Title</b>	TPAP Director
<b>Email Address</b>	<a href="mailto:Jaimie.keller@ymcahouston.org">Jaimie.keller@ymcahouston.org</a>
<b>Application Method</b>	<a href="https://secure6.saashr.com/ta/6082553.careers?ApplyToJob=403054978">https://secure6.saashr.com/ta/6082553.careers?ApplyToJob=403054978</a>
<b>Opening Date</b>	Immediate

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.