



## TESSA JOB DESCRIPTION

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| <b>JOB TITLE:</b>        | <b>Human Trafficking Case Manager</b>  |
| <b>REPORTS TO:</b>       | Human Trafficking Program Manager      |
| <b>TIME REQUIREMENT:</b> | Full-Time   40 Hours/Week   Non-Exempt |
| <b>PAY RATE:</b>         | \$20.62/hr                             |

**SYNOPSIS:** The person in this position is responsible for providing trauma-informed case management to human trafficking clients. Human Trafficking case managers will provide trauma-informed case management to all victims of human trafficking, both sex and labor trafficking, all genders and all ages. Case management includes, but is not limited to, support, safety planning, information and referrals, assistance with the protective order process, court support, crisis intervention, hospital callouts and community outreach and education.

### **RESPONSIBILITIES:**

#### CLIENT SERVICES

- Utilize skills to serve survivors of human trafficking
- Provide crisis intervention, information, referrals, safety planning, and support in person and via phone/email; complete follow-up with clients per department policy
- Provide assistance with the protective order process
- Provide a two-generational approach by supporting both youth and adults by administering developmentally appropriate psycho-educational support groups, mentoring, early literacy programs, homework assistance and parent coaching
- Collaborate with and engage in cross training and cross-referral with other service providers and community partners
- Provide education and information to the survivor to support informed choices
- Maintain confidentiality as directed by the survivor and in compliance with Colorado statute; abide by mandatory reporting guidelines
- Facilitate psycho-educational groups for survivors, including evening groups
- Participate in weekly case staffing with supervisor(s)
- Deliver programs and services in a manner that is respectful and sensitive to the survivors' cultural experience
- Identify gaps in the systems that survivors navigate and address those gaps appropriately
- Conduct community education presentations, training, and outreach as needed
- Provide training, instruction, guidance and support to volunteers and interns
- Understand department objectives and how they relate to the goals of the agency
- Provide support to and collaborate with other TESSA departments
- Maintain flexibility with schedule in order to meet the needs of the victims TESSA serves
- Prevent, identify, and remove discriminatory barriers in services provided
- Work with Human Trafficking Program Manager to further develop resources and case management for survivors



## RECORD KEEPING

- Complete documentation of initial survivor meeting, e.g. Intake and Contact Summary notes, and any additional documentation associated with survivor contacts per department protocol
- Maintain survivor records in a timely and accurate manner
- Communicate and follow up on necessary information
- Assist in collecting and entering client statistics for program management and grant reporting

## CULTURAL INCLUSIVITY

- Recognize we hold attitudes and beliefs which can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding diversity
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members
- Use organizational change processes to support culturally informed organizational policies and procedures

## OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy
- Treat survivors with respect, dignity, and empathy
- Attend staff and other relevant meetings, trainings, and in-services
- Able to work weekends, evenings, or on-call as occasion, and to train and work in other job capacities as needed
- Other duties and projects as requested by supervisor or Chief Executive Officer

## **QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skills and/or abilities required to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- B.A. or B.S. Degree preferred
- Two years relevant experience; equivalent combination of education and/or experience may be considered.
- Knowledge of human trafficking issues and experience working with human trafficking victims
- Excellent organizational, communication, problem solving, and inter-personal skills
- Attention to detail
- Display a positive attitude, work well with others, and accept direction well.
- Ability to work well under stressful and emotionally-taxing circumstances and engage in effective self-care
- Ability to empathize, encourage and guide
- Available to work evenings or weekends when necessary



- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management
- Possess vision and hearing sufficient to work on a computer, on the phone and in person
- Ability to lift 50lbs, intermittently
- Valid driver's license and car insurance
- Must be willing to complete background checks

**The following experience/knowledge is not required but helpful:**

- Background in direct services for human trafficking victims, both labor and sex trafficking
- Familiarity with the criminal and civil court system
- Experience in community organizing
- Fluency in languages other than English preferred
- Fluency in ASL preferred

**TESSA is an equal opportunity employer.**  
**For Application Instructions Visit: [www.TESSAcs.org/about-tessa/employment](http://www.TESSAcs.org/about-tessa/employment)**  
**This job is open until filled.**