Lila Mae’s House
Senior Case Manager

The mission of Lila Mae’s House is to provide a safe, healthy environment where adult survivors of sex trafficking can rest, heal, recover and develop life skills to become empowered, independent and self-sufficient women. We seek to help women live the rest of their lives the best they can with what they have experienced.

Position: The Senior Case Manager is responsible for leading care coordination and support to adult sex trafficking survivors who seek and demonstrate a willingness to engage in her own healing journey. The Senior Case Manager will be trauma informed and provide survivor-centered services to sex-trafficking survivors in a transitional living environment.

RESPONSIBILITIES:

- Admit new clients by reviewing records and applications; conducting orientations.
- Determine client requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establish treatment programs by setting schedules and routines; coordinating services; arranging resources including transportation and escort.
- Monitor cases by verifying client’s attendance; observing and evaluating treatments and responses; advocating for needed services; obtaining additional resources; intervening in crises; providing personal support.
- Maintain client’s records by reviewing case notes; logging events and progress.
- Communicate client progress by participating in interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and identifying treatment influences.
- Prepare client discharge by developing discharge plans; coordinating discharge and post-discharge requirements; providing resources.
- Improve staff competence by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Improves treatment results by studying, evaluating, and re-designing processes; implementing changes; rewriting policies and procedures as part of treatment team.
- Meet budget by monitoring expenses; implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; and assisting with grant applications.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Be available to respond to emergencies and survivor concerns;
- Performs other duties as requested.

QUALIFICATIONS:

- Bachelor’s degree in social work, psychology, or other human services field, or equivalent combination of education and experience required;
- Demonstrated knowledge of women’s issues, human trafficking, court systems, crisis intervention and/or domestic violence required;
- Valid driver’s license, proof of auto insurance, and reliable personal transportation required;
• Ability to work with people of diverse ethnic, cultural, religious, socio-economic backgrounds;
• Proficiency in Microsoft Word, Excel, Outlook, and data management;
• Must pass criminal background check;
• Excellent interpersonal and communication skills, and ability to work under pressure;
• Demonstrated commitment to the mission of Lila Mae’s House.

PHYSICAL JOB REQUIREMENTS:

• Lift objects up to 50 pounds from floor to waist level and carry for brief periods;
• Bend and stoop;
• Twist and reach;
• Non allergic to animals

Job Type: Full Time

Salary: $32,000-35,000/year, salaried

Hours: 40 hours per week – daily schedule may vary

Reports to: Executive Director