



UNIVERSITY OF MARYLAND
SAFE CENTER
FOR HUMAN TRAFFICKING SURVIVORS
EMPOWERING THE STATE

SUPPORT, ADVOCACY, FREEDOM, AND EMPOWERMENT CENTER

The University of Maryland Support, Advocacy, Freedom, and Empowerment (SAFE) Center for Human Trafficking Survivors is hiring a Human Trafficking Case Manager. The SAFE Center is dedicated to providing direct services, research, and advocacy in the field of human trafficking. Through in-house service provision and collaboration with partners, the Center provides comprehensive social, legal, mental health, medical, and economic empowerment services to survivors of sex and labor trafficking of any age, nationality, or gender. More information is available on the SAFE Center's website at www.umdsafecenter.org.

The Human Trafficking Case Manager will provide crisis intervention and case management services to domestic and foreign national victims of human trafficking, as well as assist with social services program development, training, and outreach. This is a full time position located in College Park, Maryland. Candidates will be required to complete a background check.

Responsibilities

Immediate Crisis Intervention

- Rotate in a weekly on-call schedule to respond to calls from local and federal law enforcement for assistance with crisis victim services. An on-call week includes after-hours response and the weekend. Typically the on-call case manager will work a full eight hour day the day that they are on call, plus respond to after-hour and weekend crisis calls. If the case manager is called out to respond, adjustments in their schedule will be made to account for the extra hours worked.
- Assist with all aspects of crisis intervention including meeting with the trafficking survivor in a secure location, providing for emergency needs like food and/or clothing, shelter placement, and safety planning; assessing for emergency medical, mental health, or substance abuse support and making required connections; assisting with transportation and interpretation needs; providing supportive counseling; and making a follow up or service transfer plan.
- Communicate with appropriate SAFE Center staff and complete reporting for new intakes.
- Follow all SAFE Center safety protocols and procedures.
- Assist in development of crisis intervention protocols and resources, and in possible recruitment of volunteers.

Longer-Term Case Management

- Create individualized service plans that help survivors identify and reach their goals through life skills capacity building, employment and education assistance, and economic empowerment programs.
- Assist clients in completing applications for public benefits, housing, medical and dental care. Accompany clients as needed.
- Conduct intake, assessments, and outcome evaluations as needed.
- Supervise or lead some weekend client community-building activities and outings.

- Manage case files and provide progress notes after each client interaction. Maintain written records of all needs, service plans, and goal achievements.
- Review and revise crisis intervention and case management protocols, policies, and procedures as needed.
- Assist with data collection and analysis and grant reporting.
- Coordinate meetings with law enforcement, human trafficking task force managers, and others.

Programs and Outreach

- Assist with outreach, training, and program development as needed. Assist with relevant grant writing and reporting.

Other duties as assigned.

Minimum Qualifications:

- Education: Bachelor's degree in social work, psychology, counseling, public health, education, or another relevant human development field.
- Experience: Demonstrated experience working with survivors of trafficking, sexual assault, domestic violence, or other crimes or trauma; or experience working on a crisis hotline or on overnight shifts as a rape crisis advocate, EMT, suicide prevention counselor, or other emergency / crisis response.

Knowledge, Skills, and Abilities:

- A positive, cooperative, affirming, and professional demeanor with clients, partner organizations, volunteers/interns, and team members.
- Desire and ability to work together with professionals of other disciplines (law, economic empowerment, medical, etc.) as part of a multi-disciplinary team on behalf of clients.
- Ability to gather and assess information, weigh options, and exercise excellent independent judgment.
- Demonstrated ability to work well with culturally diverse populations. Must be empathetic and skilled in active listening.
- Comfortable meeting trafficking survivors at a police station, hospital, or other such settings.
- Organized, flexible, and able to multi-task.
- Must have a current, valid drivers' license and be able to drive a car.
- Fluency in Spanish is preferred but not required.

Please apply at this link: <https://ejobs.umd.edu/postings/67921>. A resume, cover letter, and a list of three references is required.

Best consideration date: March 22, 2019.

Salary range is \$42,000 to \$47,000 commensurate with experience. The University of Maryland offers an excellent benefits package: <https://uhr.umd.edu/benefits/>

The University of Maryland, College Park, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.