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**COMMUNITY ACTION AGAINST RAPE**

(DBA “The Rape Crisis Center”)

JOB TITLE: **RISE Program Case Manager**

Reports To: RISE Program Director FLSA:FT Non-Exempt

Effective: May 2019

**Summary:**

This position is responsible for providing case management services to adult and juvenile victims of all genders and all forms of human trafficking. Case managers will also assist with crisis response services. The position is full time non-exempt, and will include after-hours duties for crisis response which can be off-set with flex hours during the same week of service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Core duties and responsibilities during scheduled hours include the following:

* Provide crisis response and long term case management services to victims of all forms of human trafficking
* Communicate with community service providers to secure range of services to meet the needs of human trafficking clients.
* Maintain case files and data for input for tracking and research
* Accompany clients to court and connect with civil legal assistance as necessary
* Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES:**

No direct reports.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

* Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data;
* Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.
* Knowledge of polyvictimization issues, dynamics of grooming and abuse/power dynamics

Interpersonal

* Client and Customer Service - Manages difficult or emotional client and customer situations; Responds promptly to needs of clients, advocates, and other staff; Completes follow-ups with clients after hospital accompaniment in a timely manner.
* Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
* Oral and Written Communication - Able to communicate and understand written materials fluently in English; Responds well to questions; Participates in meetings. Is an excellent spokesperson and representative for the organization to the community; Asks supervisors and/or other approved subject matter experts for assistance when necessary; Puts out excellent and error free written work product; Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Communicates clearly with office based advocates to assure optimum service and responsiveness to clients; Gives and welcomes feedback.

Self-Management

* Planning/Organizing - Uses time efficiently; Develops realistic action plans.
* Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
* Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* Dependability – Consistently responds to calls immediately and responds to the hospital in a timely manner; Follows instructions, Responds to management direction; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
* Innovation - Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' interest.

**QUALIFICATIONS:**

To perform this job successfully, an individual must have necessary knowledge, skills, and abilities, and will have to complete prescribed training programs with The Rape Crisis Center Advocate Training and additional human trafficking training. Must maintain and have available an active working phone and reliable transportation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Bilingual in English and another language strongly preferred, with strong written communication skills in English.

**EDUCATION AND/OR EXPERIENCE:**

Minimum of a Bachelor’s Degree from an accredited college in human services, social work, criminal justice, or related field. All advocates must complete full 50 hour advocate training and participate in continuing education activities a minimum of 3 times per year. Must maintain compliance with UMC requirements and remain active and updated with the Human Resources Department at UMC.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, stand, and sit; reach with hands/arms and talk/hear.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level and lighting in the work environment is usually moderate.

**ACKNOWLEDGMENT:**

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented.  I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive.  I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

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Employee Signature                                                    Date