



## **CASE MANAGER JOB DESCRIPTION**

The Paso del Norte Center of Hope, (PDNCOH, “Center of Hope”) is a not-for-profit, 501(c)3 human service organization in El Paso, Texas, founded in 2013, that is dedicated to serving victims of human trafficking. The Center of Hope’s mission is to protect victims of human trafficking and modern-day slavery and to lead anti-trafficking efforts within the region through outreach, education, and victim-centered services. We accomplish this through training service providers and building awareness of this heinous crime in El Paso County through a broad range of programs and services. The Center of Hope works in collaboration with Federal, State, and local law enforcement as well as many community organizations to search for, identify, and recover victims of sex and labor trafficking, to provide client-centered, trauma-informed, direct services. The Case Manager provides direct services to trafficking victims (labor and/or sex) that are vital to the achievement of the Center’s mission.

**Position Title:** Case Manager

**Reports to:** Executive Director

**Classification & Compensation:** The Case Manager is classified as a regular, exempt, salaried, full-time employee. Paid on a bi-monthly basis (5th and 20th of each month) per Center policy. Eligible for paid holidays, Paid Time Off (PTO), and health insurance benefits.

### **Job Duties and Responsibilities:**

- Responsible for providing direct, intensive, strengths-based case management including emotional support, safety planning, crisis intervention, dealing with the immediate and long-term impact of victimization caused by human trafficking.
- Assists victims in creating and developing goals that are client-centered using specific strengths-based tools designed for trafficking survivors.
- Responsible for intervening with creditors, landlords, and employers on behalf of victims to ensure fair and appropriate treatment.
- Assists victims with Victim Compensation (CVC), orders of protection and injunction applications, navigation of the criminal justice system, processing Visas, assistance in exercising statutory rights, and informing victims on legal rights and protections.
- Responsible for assisting victims find emergency shelter, permanent housing, and transportation as their situation dictates.
- Provides referrals to other social service agencies on behalf of victims as needed.
- Subject to 24/7 on-call support to assist in providing immediate crisis intervention within the service area.
- Responsible for assisting in outreach, education, and training activities provided by the Center to

outside community partners.

- Participates in ongoing program planning, monitoring, and evaluation activities.
- Participates in continuing education programs as required in the Center's policies.
- Provides support, recommends, and locates community resources for services; networks with social service agencies for additional resource referral contacts for victims; maintains cooperation and communication with community agencies and individuals who work with trafficking victims; identifies resources for financial aid to offset the cost of medical treatment, counseling, and other services as necessary.
- Updates job knowledge by participating in educational opportunities; maintaining personal networks (must complete at least two hours of training per month, 24 hours per year in human trafficking, child abuse, trauma-informed care, or a related field).
- Other duties and responsibilities as determined by the Executive Director.

**Minimum Qualifications:**

- Must be 18 years of age or older
- A minimum of a bachelor's degree and at least 5 years' experience in case management or an equivalent amount of training and experience, a master's degree in Social Work or a related field is preferred.
- Experience working with human trafficking a plus.
- Good time management, organizational, and interpersonal skills, and ability to communicate effectively with both professionals, para-professionals, youth, and families.
- Ability to read, write, and speak both English and Spanish is required.
- Strong written, verbal, and computer communication skills, including working knowledge of all Microsoft Office products (Excel, Word, PP, etc.)
- Ability to multi-task and remain flexible; ability to work with a number of individuals, all with various needs and deadlines
- Outstanding organizational skills with strong attention to detail
- Strong problem-solving skills
- Detail and deadline oriented
- Ability to travel if needed

**Other Job-Related Items:**

The Paso del Norte Center of Hope is an Equal Opportunity Employer.

All Center of Hope employees must consistent to a formal criminal background check and child abuse registry verification prior to commencing employment.

This job description should not be construed to imply that the above requirements are the only duties and responsibilities for this position. All Center staff may be required to carry out additional duties, acquire related job skills, and/or perform other related work as the Center's needs dictate.

**Personal & Professional Conduct:**

The first responsibility of all Center of Hope employees is to ensure the safety, welfare, and dignity of the individuals in the Center’s care, and to serve as positive role models for them. More specifically, as it relates to the Center of Hope, victims of human trafficking through both residential and non- residential services. Each staff member must exemplify the highest standards of personal, professional, and ethical conduct, and abide by the Code of Conduct set forth in the Center’s Personnel Policies.

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**Employee Signature:** \_\_\_\_\_

**Receipt Date:** \_\_\_\_\_

**Executive Director Signature:** \_\_\_\_\_

**Date:**