

**A SAFE PLACE
LAKE COUNTY CRISIS CENTER**

Human Trafficking Case Manager

The Lake County Task Force Human Trafficking Case Manager is responsible for intakes, case management, crisis intervention/24-hour response, childcare life skills training – including employment readiness, family support/reunification, and victim advocacy. Case Manager reports to the Director of Human Trafficking and works closely with all programs. This is an on call 24-7 position.

Position is located in Gurnee, IL.

Responsibilities:

- Attend Task Force Steering Committee, Lake County Coalition against Human Trafficking , and Victim Identification Subcommittee.
- Assist with on call rotating schedule at the HT house including one weekend every 6 to 8 weeks with two weekdays off.
- Case manager provides crisis response and intensive case management including assessment of client needs, treatment planning, safety planning, referrals, client assistance items and advocacy with clients within the designated communities.
- Development of individualized service plans.
- Assist with calls from Law Enforcement (e.g. Homeland Security, FBI, Lake County Sheriff, Lake County State’s Attorney’s Office) to provide immediate onsite, offsite support to Human trafficking victims.
- Provide onsite and offsite crisis support as needed.
- Enroll client in Public Assistance Programs (e.g. TANF, cash aide, childcare assistance, SNAP, medical).
- Safety planning during intake process, and at any interaction with client as needed.
- Conduct intake and develop individual service and safety plans in collaboration with assigned clients.
- Conduct danger assessment with each client to assess level of danger.
- Assistance with crime victim compensation claims, when possible, information and referrals, documentation of services provided, and routine follow-up to ensure that the victim’s needs are being addressed across multiple systems.
- Maintains confidentiality standards consistent with ASP policies.
- Participate in staff meetings, case management and other training and meetings as requested.

- Foster and nurture relationships with community partners in offsite locations.
- Effectively communicate with the agency to assure quality service for clients.
- Refer clients to appropriate community resources and facilitate access to those resources.
- Provides Intake and supportive services, but not limited to, in the following areas:
 - Client Orientation and Life Skills
 - Child Care
 - Clothing, Food, Basic Necessities
 - Crisis Intervention / 24- hour response
 - Documentation Assistance
 - Education
 - Employment Readiness & Assistance
 - Family Support and Reunification
 - Interpreter/translator services
 - Legal Services
 - Medical/Dental Care
 - Mental health treatment, emergency mental health assessments
 - Individual and/or group counseling
 - Shelter & Housing
 - Substance Abuse Treatment
 - Transportation Assistance
- Ensure documentation in records is appropriate, accurate, timely and in accordance with agency policies and funding requirements.
- Provide information on the Illinois Domestic Violence Act, Human Trafficking, Orders of Protection and stalking laws to enhance client safety and abuser accountability.
- Attend and participate in staff meetings.
- Work as a team player in the organization.
- Conduct, attend and participate in appropriate training and education as requested
- Perform additional responsibilities as assigned.

QUALIFICATIONS:

- Minimum - Bachelor in social work, counseling, education or closely related field.
- Excellent written and oral communication skills to complete record documentation, develop group materials, express information clearly and concisely and for participating in training and education for tenants.
- Bilingual Required/Preferred.
- Flexible schedule to meet the needs of the client.
- Excellent interpersonal skills that demonstrate genuine concern and respect toward clients and other staff.
- Ability to provide active listening, encouragement and support to tenants.
- Ability to motivate clients into action, to engage tenants in training and education and to support tenant progress toward achievement of their service plan and personal independence.

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's & children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.