



St. Bakhita's Adult Program for Trafficked Women

Clinical Case Manager Job Description

FLSA Status: Non-exempt Job

Summary: The Clinical Case Manager plans with the clients their holistic treatment and ensures they are supported and have access to the resources they need to accomplish their physical, mental/emotional, financial, career, educational, and spiritual goals.

Key Performance Indicators:

- Clients have access to the services they need
- Clients are attending individual therapy every week
- Clients are following the program rules & policies
- Clients have access to transportation for needed services 85% of the time
- 90% of clients have found work within 4 months of entering the program
- Client satisfaction: measured by quarterly client surveys with at least 80% client satisfaction

Clinical Case Manager Job Responsibilities:

- During meetings guide the clients through conversations using therapeutic techniques
- When interacting with the clients, be humble and kind but honest.
- Help the clients acquire the tools they need to heal their sexual wounds and live with their trauma.
- Meet with the client's therapists every two weeks to discuss the client's progress and work with the therapist and Adult Program Manager to develop a treatment plan. Every month the treatment plan will be reevaluated, and the client's progress assessed.
- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches.
- Admits new clients by reviewing records and applications and conducting orientations.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans with the Adult Program Manager.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.



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- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crisis; providing personal support without overstepping boundaries.
- Maintains clients' records by reviewing case notes, logging events and progress in Charity Tracker.
- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to the therapeutic team and with the Adult Program Manager; identifying treatment influences.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations.

Work Hours & Benefits: This is a part-time job starting at 16 hours a week, pay is to be discussed. The hours and days worked are dependent on the needs of the clients. Dental and Vision benefits are available to part time employees, but the SHARP employee health plan benefits are only available to full time employees who work 32+ hours a week.

Case Manager Skills and Qualifications:

- Documentation skills ● Analyzing information ● Decision making ● Research skills ● Verbal communication ● Written communication ● People skills ● Resolving conflict ● People management ● Integrity ● Patience ● Connecting with children & survivors of trauma

Education, Experience, and Licensing Requirements (Exceptions can be made):

- A college degree in psychology (a master's degree is preferred) ● Certified LCSW is preferred
- 3+ years' experience with survivors of trauma and/or survivors of sex trafficking ● Professional or personal experience supporting individuals with disabilities, mental illnesses, or challenging behaviors highly preferred ● Must pass background check ● Must be over 25 years old

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 stand, walk, sit, use hands to handle or feel; and talk or hear. The employee must occasionally lift and /or move up to 30 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job: occasional exposure to uncontrolled physical behaviors of a client such as screaming, kicking, or



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throwing objects; verbal abuse may occur. These behaviors will mainly be seen in women who are fresh out of the life but do occur with our senior clients at times.

Please send your resume and job application to jenna.derham@ciheart.org.