



RESIDENTIAL CASE MANAGER

Job Description

RED OAK HOPE SUMMARY

Red Oak Hope's vision is for survivors of sexual exploitation to experience freedom, hope, and restoration. We seek to stop cycles of exploitation by providing holistic healing to survivors and collaborating with the community.

All applicants will be considered for employment without attention to race, color, sexual orientation, national origin, veteran or disability status. This position is open to cisgender and transgender females, as the primary work location is for women only. Red Oak Hope is committed to building a diverse workforce.

We strongly encourage survivors of sexual exploitation and people of color to apply.

As an organization, we orient our work around five core values, listed below. All staff are expected to work in harmony with these values.

Sustainability: We prioritize sustainability of beneficiaries, staff, and programs-- encouraging independence and long-term development

Excellence: We aim for excellence, professionalism, and best practices in all aspects of our organization, always evaluating and improving programs and processes in order to best serve our beneficiaries, staff, donors, and communities.

Partnership: We believe in the power of partnership and seek to collaborate with a diverse group of stakeholders in order to combat the complex issues that cause human trafficking, abuse, and exploitation and provide holistic care to beneficiaries and communities

Faith: Our founders are motivated by their Christian faith and belief in God's heart for justice and restoration; however, we are inclusive and honoring of people of all faiths or no faiths in all aspects of our work.

Dignity: We honor the dignity, privacy and agency of every individual and seek to honestly communicate the nuance involved in the issues of trafficking, abuse, and exploitation-- refusing to oversensationalize, oversimplify, or overshare.



ROLE SUMMARY

We are looking for an experienced Social Worker (or someone with a similar background) who is passionate about caring for individuals impacted by trafficking and sexual exploitation and walking alongside them toward freedom, hope, and restoration. This position is a part of the Transitional Housing Program's Direct Service Team, which includes the Director of Case Management, Director of Restore, and Resident Support Coordinator.

DESCRIPTION & RESPONSIBILITIES

- Lead in interview and placement process for Transitional Housing Program alongside the Director of Restore
- Lead intake process including biopsychosocial assessments
- Coordinate client care alongside Direct Service Team and community service providers
- Meet with clients regularly to set goals, connect with community resources, and move towards healing and independence
- Utilize the MiiWrap mindset as a tool to support clients in setting self-identified goals within Life Domains (Training for MiiWrap provided upon hiring)
- Utilize conflict resolution, task-oriented, and risk assessment skills
- Provide crisis intervention and accompaniment to emergency services
- Work with Direct Service Team to support residents in transitioning out of the program and establishing a foundation of support in the community
- Maintain accurate and up-to-date case files and data tracking, including Outcomes for Human Trafficking Survivors (OHTS) and utilization of CSE-IT tool
- Consistently evaluate and improve policies and procedures of the Transitional Housing Program to reflect best practices and a client-centered approach

REQUIREMENTS & QUALIFICATIONS

- Licensed Social Worker (LMSW/LCSW) preferred
- Highly skilled in working with complex trauma and/or survivors of trafficking
- Demonstrated ability to cultivate resources and collaborate with community partners
- Proficiency in collaborating with and leading multidisciplinary teams
- Extensive experience with mediation & conflict resolution
- Skilled in setting professional and personal boundaries
- Experience with transitional housing, shelter care, or other crisis-oriented services preferred
- Required to be on call during 1-2 weekends per month and willingness to work periodic evenings or weekends if/when crisis occurs
- Experience and proficiency with Google Suite



WORKING CONDITIONS

The work location will usually be onsite at the Transitional Housing Program in South Austin. This position requires driving, and the applicant must have a car and a valid driver’s license. Though caseload will only consist of adult clients, children under age 9 are able to reside in the transitional house with their parent; therefore, this position will at times involve interacting with children.

HOURS

Full-time, average of 40 hours per week

COMPENSATION

\$57,000-\$62,000, commensurate with experience.

BENEFITS

LEAVE/VACATION: 10 days per year during the first two years of employment, 15 days per year during the third and fourth years of employment, 20 days per year during the fifth year and thereafter.

SICK LEAVE: 8 days per year

HOLIDAYS, 15 days, as follows:

- New Year’s Day (1 day), MLK Jr. Day (1 day), President’s Day (1 day), Good Friday (1 day),
- Memorial Day (1 day), Juneteenth (1 day), Independence Day (1 day), Labor Day (1 day),
- Thanksgiving Holiday (2 days), Christmas Holiday (5 days)

HEALTH: \$500/month HRA; \$300/month mental health stipend

REPORTS TO:

Director of Case Management, Executive Director

TO APPLY:

Email your resume and cover letter to info@redoakhope.org