

**Nationalities Service Center** (NSC) is currently recruiting for an Anti-Human Trafficking Case Manager

NSC is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 90 countries.

**Summary of Principle Duties:**

The Anti-Human Trafficking Case Manager position will provide case management services to survivors of human trafficking within NSC’s service area. The position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting clients’ goals.

The Anti-Human Trafficking Case Manager position has internal contacts with NSC staff and external contact with clients, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

This position will report directly to the Anti-Trafficking Project Coordinator and participate in department and agency sponsored activities as necessary.

**Essential Functions:**

1. Social service case management to foreign national survivors of human trafficking. This includes:

* Eligibility determination
* Intake, needs assessment and service planning
* Orientation of new clients
* Securing resources and services related to safety, housing, health, legal, social, employment and other needed services
* Administration of direct service funds including all applicable recordkeeping
* Communicating with third parties, such as employers, law enforcement and others
* Maintaining accurate, timely and orderly case and database records
* Advocating on behalf of the clients

1. Conduct all activities within the funders’ and NSC’s guidelines.
2. Assist meeting reporting per grant requirements.
3. Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.
4. Maintain and keep current client case files and track other case related documentation.
5. Conduct outreach through participation in outside events and distribution of materials, as needed.
6. Carry out all assignments designated by the Senior Director of Refugee and Community Integration and the Anti-Trafficking Project Coordinator.

**Knowledge, Skills, and Abilities:**

* Basic understanding of NSC’s mission, vision, values, programs and services, and business plan.
* Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
* Ability to effectively use standard office equipment.
* Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
* Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
* Adheres to all NSC and departmental policies and procedures.
* Attends all NSC in-services as required.
* Strong written and verbal communication skills and effectively communicate with individuals and groups.
* Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals.
* Ability to effectively interview and engage a client in appropriate programming.
* Ability to effectively conduct one on one advocacy and/or educational presentations.
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.
* Willingness to travel within 100 miles of Philadelphia.

**Experience and Education:**

**Minimum Experience**: 2+ years of case management experience working with human trafficking survivors or survivors of other traumatic crimes. Fluency in Mandarin is required.

**Minimum Education:** Bachelor’s degree from an accredited college or university in Social Work or related field of study. Master’s in Social Work preferred.

**Licensure:** Valid drivers’ license with access to reliable transportation or eligible for shared auto program.

**Work Environment:**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Able to participate in training sessions, presentations, and meetings.
* Some travel may be required for the purpose of meeting with clients or vendors.
* The noise level in the work environment is usually moderate.

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**To Apply:** For consideration, please send your cover letter, resume, to Human Resources, [jobs@nscphila.org](mailto:jobs@nscphila.org). by

**May 31, 2017.**

*NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.*