

**Nationalities Service Center**

**Program Coordinator – Anti-Trafficking**

Nationalities Service Center (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 100 countries.

**Position Summary**

The Program Coordinator within the Anti-Human Trafficking (AHT) Program will provide direct services to victims and survivors of human trafficking and coordinate referrals, training, and outreach efforts within NSC’s service area. This 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 Program Manager and participate in department and agency sponsored activities as necessary.

## Essential Functions

1. Manage the AHT Program’s outreach and training plan including coordinating with community partners to schedule outreach and training activities, developing and distributing program materials, and collecting and tracking data on outreach and training efforts.
2. Actively participate in relevant coalitions and working-groups.
3. Coordinate with community partners, provide support to AHT Case Manager, and work with other NSC’s team members to ensure appropriate care of program’s clients.
4. Conduct outreach and facilitate trainings to communities and various stakeholders which include but are not limited to: health clinics, legal service providers, social service providers, faith-based organizations, community-based centers, and other locations frequented by immigrants.
5. Manage AHT Program’s internal and external referrals.
6. Provide intensive case management services to foreign national victims and survivors of human trafficking. This includes:

* Intake, needs assessment and service planning
* Safety planning
* Orientation of new clients
* Secure resources and services related to safety, housing, health, legal, social, employment and other needed services
* Administration of financial assistance funds including all applicable recordkeeping
* Communicate with third parties, such as employers, law enforcement and others
* Maintain accurate client files and timely document services provided in agency’s database system.
* Advocate on behalf of clients

1. Meet grant-reporting requirements and conduct all activities within funders’ and NSC’s guidelines.
2. Attend workshops, webinars, and/or engage in professional working groups relevant to working with this population and as necessary to maintain professional knowledge and licensure.
3. Actively participate in case review meetings and other department, agency, community and provider meetings, as needed.
4. Adheres to NSC’s guidelines, policies, and procedures, and ensures the appropriate handling of confidential information.
5. Other duties or projects as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**

* Understands NSC’s mission, vision, values, programs and services, and strategic plan.
* Knowledge of human trafficking situation nationally and locally and understands the issues that are faced by foreign national victims and survivors of human trafficking.
* Knowledge of community resources and benefits that impact and/or benefit foreign national victims and survivors of human trafficking.
* Have background knowledge of trauma-informed model/practice.
* Possesses excellent interpersonal skills as demonstrated by the ability to interact effectively with individuals from diverse cultural and language backgrounds.
* Strong organizational and time management skills are required.
* Ability to multi-task and problem solve under pressure.
* Have strong written and verbal communication skills.
* Proven ability to work effectively both independently and collaboratively as a part of a team.
* Must be proficient in Microsoft Office, PowerPoint and Excel.
* Willingness to travel within 100 miles of Philadelphia.

**Experience, Education, and Licensure**

* 2+ years of case management experience working with human trafficking survivors or survivors of other traumatic crimes. 1+ year of experience of coordinating outreach work.
* Master’s degree from an accredited college or university in social work or related field of study. Master in Social Work is strongly preferred.
* Fluency in another language is required, Mandarin or Spanish is highly preferred.
* 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.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

**Hours:** Monday – Friday, 40 hours per week, flexibility needed

**Benefits**: Commensurate with experience as well as a generous, comprehensive benefits package that includes a 493(b) match.

**How to Apply:** Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls. Please apply by August 2, 2019.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

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.