



## Job Announcement – Case Manager

### General Summary:

Under the supervision of the Assistant Director, the Case Manager will be responsible for providing comprehensive case management services for survivors of severe form of human trafficking residing various counties including Los Angeles, San Bernardino, Orange, Ventura, and Kern. The Human Trafficking Survivors Program (HTSP) is one of the various diverse programs offered within IILA's Local Integration & Family Empowerment (LIFE) Division. HTSP provides rescue and support to foreign national survivors of labor and sex trafficking.

### Essential Functions:

Within a teamwork environment, the essential functions of the job include the following responsibilities:

- Provide comprehensive case management services: assessment, service plan development and implementation, goal setting, treatment planning, address survivor's basic needs (housing, safety planning, family needs, etc.), community orientation, information and referral.
- Conduct careful follow-up to ensure attainment of desired outcomes, including successful legal referral, certification, accessing and maintenance of benefits available to eligible survivors, referral to job training and/or vocational programs.
- Maintain accurate client financial records for all program related expenses and/or financial assistance provided to survivors.
- Maintain all case records according to funder and agency guidelines.
- Conduct home visits and assist survivors with information regarding immigration requirements, and in accessing legal services; family reunification adjustment and other services based on the needs of the survivor.
- Develop and maintain provider database with free or low-cost services available to survivors.
- Conduct community outreach and education on human trafficking.
- Attend meetings and trainings.
- Follow funders' rules and regulations related to the refugee programs.
- Perform other job related duties as assigned.

### Job Requirements:

- Two years case management experience, and a Master's degree (MSW) is preferred. Bachelor's degree in Social Work (BSW) or an equivalent degree in education, psychology, sociology or other behavioral science equivalent is required.
- Excellent organizational, oral, written and interpersonal communication skills.
- **Must be bilingual English/Spanish.**
- Possess experience in assessment and detailed case note writing.
- Demonstrate a deep knowledge of hard to serve populations and community resources that will serve the needs of clients.

- Ability to prioritize duties and multi-task in a fast-paced environment.
- Must have a valid driver's license, insurance, a clean driving record and reliable personal transportation.
- Must possess knowledge and sensitivity to cultural differences.
- Must have proficient computer skills using Microsoft Word, Outlook and the internet.
- Ability to keyboard a minimum of 50 wpm.
- Must be able to travel about 50% - 70% of the time and have a flexible schedule.
- **Criminal background clearance and copy of driving record will be required prior to employment.**

### **Desirable Interpersonal Skills:**

- Ability to be flexible, self-directed, and responsible.
- Ability to recognize, prioritize, and a commitment to accomplishment.
- Willingness to develop professional and technical skills.
- Ability to seek out and provide support for others as a team member.
- Strong communication and organizational skills and maintain a strong focus on achieving results.
- Proactive, solution oriented approach to problem solving.
- Ability to be an appropriate role model.
- Ability to demonstrate emotional maturity.

### **Physical Demands:**

The successful candidate must perform the essential functions of this job including the physical requirements listed below:

- Intermittent or continuous sitting, walking, carrying, pushing, pulling, reaching, standing, driving, bending, squatting, climbing, kneeling and twisting. (4-8 hours/day).
- Frequent keyboarding into a computer (4-8 hours/day).

### **Job Site Location:**

**JOB SITE LOCATION:** 3800 La Crescenta Avenue, #209, Glendale, CA 91214

### **Salary Range:**

The salary range for this position starts at \$ 17.00-\$21.00/hour DOE.

### **Benefits Package:**

We offer an excellent benefit package, which includes Medical, Dental, Vision, Basic Life and AD&D, Voluntary Life, Accident and Critical Illness insurance options along with a generous Paid Time Off program, 10 Paid Holidays and a 401 (k) retirement plan with a generous Safe Harbor Match and an annual profit sharing contribution (vesting applies).

### **Application Information:**

International Institute of Los Angeles (IILA) is an equal opportunity employer. All applicants are required to complete an IILA employment application. **IILA will not accept resumes in lieu of an employment application.**

Send resume and application to:

Veronica Leon  
International Institute of Los Angeles  
3845 Selig Place  
Los Angeles, CA 90031-3143  
(323) 224-3800  
[vleon@iilosangeles.org](mailto:vleon@iilosangeles.org)

**NOTE:** Job announcements/descriptions are not intended, and should not be construed, to be all inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While this description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.