



Job Announcement

Position title: Survivors of Human Trafficking Caseworker
Reports to: Program Manager, Survivors of Human Trafficking
Classification: Full time, non-exempt
Supervises others: No
Salary: \$20.22 - \$23.07 hourly
Location: 95825 Sacramento

About us: Opening Doors, Inc., envisions a world in which migrants and refugees lead lives of joy and belonging, embraced by welcoming communities. Our mission is to enrich communities by supporting immigrants, refugees, and survivors of trafficking on their path towards stability, self-sufficiency and belonging.

Opening Doors is guided by our organizational values:

- Rising Together: We are in this together and depend on each other.
- Honoring Dignity: We recognize and honor everyone's strength and inherent dignity.
- Embracing Courage: We do the right thing, even when the path is uncertain.
- Seeking Joy: We take time to be together, celebrating our diverse cultures and recognizing our victories.

Opening Doors began in 1993 as a small refugee resettlement agency, and today serves 2,000 clients per year across our 5 program areas: Refugee Programs, Human Trafficking Programs, Immigration Legal Services, Health Programs and Economic Prosperity Programs.

Ideal candidate: The ideal candidate is organized, proactive and solution-oriented, is detail oriented, and has strong communication skills.

They will have the ability to work effectively in multi-cultural work environments, showing respect and sensitivity for cultural differences, and will be passionate about Opening Doors' mission.

Responsibilities: The essential duties and responsibilities of this position include the following. Other duties may be assigned in the sole discretion of the Organization. The Organization may assign or shift duties and responsibilities to this position at any time due to reasonable accommodation or other reasons.

- Perform case management services for client survivors of human trafficking.
- Assist survivors of human trafficking clients to obtain allowed public benefits, medical care, counseling, legal services and housing.
- Participate in the response to emergency and non-emergency calls from victims of human trafficking.
- Assist with grant reporting to funders of the Survivors of Human Trafficking program.
- Perform administrative support services and perform other program or agency-related duties or special projects as directed.

- Maintain complete and accurate records of clients and services provided.
- Gather and compile data for progress reports.
- Assist with tracking the expenses of clients and consultants, in compliance with existing client and program budgets.
- In coordination with the Program Manager, represent Opening Doors' Survivors of Human Trafficking Program at outreach events and community anti-trafficking groups.
- Interprets and translates as appropriate/needed.
- Maintain confidentiality of all records, reports, and other materials relating to survivors of trafficking.
- Maintain an environment that enhances a positive self-image of Opening Doors' clients and staff, and preserves human dignity.

Required Qualifications: The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Familiarity with case management in social or human services related fields.
- Effective communication skills in English.
- Must have strong customer service skills.
- Capable of dealing with frequent change, delays, or unexpected events.
- Detailed and thorough in completing work tasks.
- Demonstrate ability to work effectively in multi-cultural work environments.
- Work with integrity and ethics.
- Can easily identify and resolve problems in a timely manner.
- Ability to manage multiple priorities.
- Strong organizational skills.
- Possession of a valid driver's license and vehicle insurance

Preferred Qualifications: The requirements listed below are not required but are desired.

- Demonstrated experience in a social or human service related field.
- Exceptional computer skills including Microsoft Office programs and online databases.
- Effective communication skills in one or more of the following languages: Arabic, Chinese, Farsi/Dari, Hmong, Pashto, Russian, Spanish, Tagalog, Urdu, Ukrainian or Vietnamese.

Physical requirements and work environment: The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the **Survivors of Human Trafficking Caseworker** position. Reasonable accommodation can be made to enable people to perform the described essential functions.

While performing this job, the employee is required to sit often and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, the employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 25 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to moderate.

How to apply: Candidates should email a **resume and cover letter** to humanresources@openingdoorsinc.org Include “Survivors of Human Trafficking Caseworker” – [Your name]” in the subject line.

Opening Doors provides equal employment opportunities (EEO) to all employees, applicants, and any third parties, for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Opening Doors complies with applicable state and local laws governing nondiscrimination laws.

Opening Doors participates in E-Verify.