

# Job Announcement

**THE ORGANIZATION:** Opening Doors is a nonprofit organization that helps underserved Sacramento area residents to achieve self-sufficiency and increased assets by accessing opportunities to mainstream economic, legal and social systems. The organization assists clients through refugee resettlement and cultural orientation; case management for foreign-national survivors of human trafficking; low-cost immigration legal services; increased knowledge and skills in personal financial management; and business training, counselling and microloans. Additionally, Opening Doors provides administration and leadership of the Sacramento Area Rescue and Restore Coalition to combat human trafficking.

## Job specification:

POSITION TITLE: **Anti- Human Trafficking Case Manager**  
SUPERVISED BY: Anti Human Trafficking Program Manager  
CLASSIFICATION: Non- Exempt, Full Time  
DATE NEEDED IN POSITION: **Immediately**

## How to Apply:

Interested candidates should email a **resume and cover letter** to: [humanresources@openingdoorsinc.org](mailto:humanresources@openingdoorsinc.org). Include "Anti-Human Trafficking Case Manager – [Your name]" in the subject line.  
**No phone calls please.**

**SUMMARY:** The **Anti- Human Trafficking Case Manager** will work independently providing individualized case management services to vulnerable immigrants who are working to gain knowledge, skills, and support necessary for self-sufficiency and integration. Program participants may experience chronic medical conditions and mental disorders. This position is responsible for providing direct client services and locating community-based service providers.

- **Education and/or Experience:** Bachelor's degree (B.A.) from four-year College or university in social work, criminal justice or human service related field; or two years related experience and/or in related field; or equivalent combination of education and experience.
- **Language Skills:** **Fluency in written and spoken Spanish is a must.**

## Key Responsibilities:

- Complete intake, assessment, and service plans in coordination with the client and within the documentation standards set forth by the program.
- Collaborate with the client to develop an individualized service plan that addresses short and long term goals. Monitor work activity to ensure that cases are clearly and thoroughly documented; review and analyze case records and reports for completeness and accuracy.
- Document client interaction and service provision in compliance with program requirements.
- Complete progress notes for every face-to-face or telephone contact with client or collateral contact in a timely manner.
- Ensure that appropriate interpretation and translation services are made available to refugee clients during services delivery.
- Identify and analyze compliance and production problems, and recommend and implement process improvements.
- Develop or modify work plans, methods, and procedures; determine work priorities and develop work schedules to provide adequate services delivery. Maintain confidentiality; all records, reports, and other materials relating to survivors of trafficking shall be kept in a locked file under the direction of the CEO, SOT Program Manager and the program associates.
- Maintain an environment that enhances a positive self-image of ODI's clients and staff, and preserves human dignity;
- Perform other program or agency-related duties or special projects as directed.

**Requirement/Competencies:**

- Adapt to changes in the work environment; change approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Required to work a flexible schedule to facilitate program services that may include nights and weekends.
- Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.
- Must have basic computer abilities including Microsoft Office (Word, Excel and outlook) and a willingness to learn other programs maintained by the agency.
- Manage difficult or emotional client situations; respond promptly to client needs; respond to requests for service and assistance; meet commitments.
- Show respect and sensitivity for cultural differences. Ability to provide culturally-sensitive counseling and case management.
- Focus on solving conflict, not blaming; maintain confidentiality; keep emotions under control; remain open to others' ideas and try new things.
- Follow policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values.
- Prioritize and plan work activities; use time efficiently.
- Identify and resolve problems in a timely manner; gather develop alternative solutions; work well in group problem solving situations.
- Approach others in a tactful manner; treat others with respect and consideration regardless of their status or position; maintain healthy communication and proper boundaries, becoming neither under- nor over-involved in clients' personal matters. Use professional judgment when interacting with client in social setting.
- Contribute to building a positive team spirit.
- Write/speak clearly and informatively. Ability to read, analyze, and interpret general instruction, technical procedures, or governmental regulations. Ability to write simple correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

**CERTIFICATES, LICENSES, REGISTRATIONS**

- Possession of a valid driver's license and vehicle insurance.

\*\*Applicants who receive a conditional job offer will be required to satisfactorily complete a criminal background check\*\*

**Opening Doors provides equal employment opportunities (EEO) to all employees and applicants 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.**