



Case Manager – Part Time - 30 Hours per week

In this role, the incumbent will be responsible for working with clients who have been trafficked for the purpose of sexual exploitation. Working with the Manager, Anti-Human Trafficking Services, you will ensure that clients are provided with the appropriate level of support as they navigate paths to healing and successful exit from trafficking. This is accomplished through direct engagement with clients and collaboration with a multitude of service providers and organizations.

You must have experience working with vulnerable populations and ideally with persons who have experienced sexual exploitation or abuse. Work at Voice Found is dynamic and requires sensitivity and knowledge of trauma informed approaches to client care. Knowledge of social service providers in the National Capitol Region is required.

We encourage persons with lived experience to apply.

Term of Contract	Hours of Work	Salary range
Contract – 1 year with possibility of extension and full time employment	Flexible. May require occasional overnight travel.	\$20.00 - \$23.00 per hour 2 weeks paid vacation Paid time off at Christmas
Reporting Structure and Relationships: <ul style="list-style-type: none"> • Reports to Manager, Anti-Human Trafficking Services • Secondary reporting to Program Manager 		
Deadline to Apply: May 3, 2019 Send resume and cover letter to: info@voicefound.ca with the subject line : Case Manager Application		
Job Summary: Reporting to the Manager, Anti-Human Trafficking Services, the incumbent will be responsible for working directly with persons who have been trafficked for the purpose of sexual exploitation. You will be responsible for identifying and coordinating services within our organization and leveraging an extensive referral network. Working in collaboration with program staff and supervisor you will cultivate a victim-centered and trauma-informed approach to service provision. About Voice Found: We are a survivor-led national registered charity located in Ottawa. Our mission is the prevention of child sex abuse and commercial sexual exploitation. We support the healing and recovery of individuals and communities from the emotional, financial and social impacts of commercial sexual exploitation. Along with education development and delivery, we provide services and support through the following programs: The Hope Found Project Services and support for persons who have been trafficked for the purpose of sexual exploitation and/or are seeking to exit the sex trade. H.E.A.L.T.H. Primary and preventative health care for persons at risk of, being or who have been trafficked.		

Path Found A survivor-led program that provides survivors of human trafficking with skills, knowledge and confidence to become meaningfully engaged in their communities.

Duties and Responsibilities:

Ensure that clients are provided with the appropriate level of support as they navigate paths to healing and successful exit from sex work. This is accomplished through direct engagement with clients and collaboration with a multitude of service providers and organizations. The primary duties of this position are as follows:

- Provide peer support to clients on an as needed basis. *(for persons with lived experience)*
- Source peer support for clients. *(If no lived experience)*
- Work with Manager, Anti-Human Trafficking to identify needs on a short and long-term basis such as addiction services, mental and/or physical health care, dental care, employment training, and basic needs.
- Accompany clients to various appointments as required by client. This may include court and/or medical appointments
- Work with clients to meet them 'where they are' and develop a plan for success.
- Admits new clients by reviewing records and applications; conducting orientations.
- Monitors cases by verifying clients' attendance; observing and evaluating progress and responses through stages of change
- Maintains accurate client records through case notes; logging events and progress
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Assist Path Found Program Manager during program weeks
- Be judicious in spending funds and have awareness of budget constraints– ie. Fill out expense reports and provide receipts
- Aid in the development and delivery of educational material

Competencies:

- Ideally, lived experience as a victim of human trafficking and/or sexual abuse
- At least 3 years' experience working with vulnerable population
- Effective communication skills and be comfortable talking with a diverse population
- Maintain confidentiality of client files
- Ability to set appropriate boundaries with clients, service providers and colleagues

Assets:

- Bilingual (French/English)
- Drivers License and use of vehicle
- Assist training and first aid/CPR

Personal Attributes:

- Mature, empathetic and self-aware
- Trustworthy and operate with the highest integrity
- Work in a fast paced environment and maintain emotional control and professional composure at all times
- Creative and flexible – ability to problem solve

Working Environment:

- Secure and confidential office space in downtown Ottawa

Application Process:

- Submit cover letter and resume to info@voicefound.ca no later than May 3, 2019
- Applicants may be interviewed as resumes submitted.

