

Full Time Case Manager

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

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.

Job Summary:

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.

Your time will be split between two key programs; The Hope Found Project and Path Found and requires some travel.

Job Duties:

Ensure that clients are provided with the appropriate level of support as they navigate paths to healing and successful exit from human trafficking. This is accomplished through direct engagement with clients and collaboration with multiple 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
- Available to respond to Ottawa Police Human Trafficking team 24/7 in emergency situations
- Assist Path Found Manager onsite during program weeks
- Support members of Path Found Program
- Attend Path Found program weeks (includes some travel)
- Support client needs in H.E.A.L.T.H. clinic on Friday's until 6:00 PM
- Work with clients to meet them 'where they are' and develop a plan for success.
- Admit new clients by conducting intake, reviewing protocols and conducting orientation.



- Monitor cases by verifying clients' attendance; observing and evaluating progress and responses through stages of change
- Maintain accurate client records through case notes; logging events and progress
- Enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Ensure timely and accurate completion of expense reports and work within budget policies
- Aid in the development and delivery of educational material.
- Maintain confidentiality of client files

Education and Competencies

- Post secondary education in social services, counselling, social work or equivalent
- Persons with lived experience do not require above education
- At least 3 years' experience working with vulnerable populations and an understanding of addictions and mental health needs
- Effective communication skills and be comfortable talking with a diverse population
- Ability to set appropriate boundaries with clients, service providers and colleagues

Assets:

- Assist training, First Aid, CPR
- Drivers License and use of a vehicle
- Bilingual (English/French)

Personal Attributes:

- Mature, empathetic and self-aware
- Trustworthy and operate with the highest integrity
- Comfortable with change and the unknown.
- Proactive, creative and flexible
- Problem Solver
- Comfortable working in a fast paced environment and maintain emotional control and professional composure.

All Applicants will require a vulnerable sector check and 3 references.

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 are seeking to exit.

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.