



COALITION TO
ABOLISH SLAVERY
& TRAFFICKING

If you are looking for an organization where your gifts, talents, skills, and abilities contribute to a greater cause, join our team.

Our Mission: Ending modern slavery through education, advocacy, and empowering survivors of human trafficking.

About Us: The Coalition to Abolish Slavery and Trafficking (Cast) is a Los Angeles-based nonprofit organization that is working to put an end to modern slavery and human trafficking through comprehensive, lifesaving services to survivors and a platform to advocate for groundbreaking policies and legislation. Over the past two decades, Cast has supported thousands of survivors through every phase of their journey to freedom from counseling, to legal resources, to housing, educational and leadership training, and mentorship. Through these programs, Cast has helped empower survivors to overcome their traumatic pasts and become leading voices in shaping policy and public awareness to ultimately put an end to the fastest growing criminal enterprise of the 21st century.

CAST offers generous benefits, including medical, life, paid sick/vacation time, and a 403(b) plan. Additionally, we provide you an opportunity for continued learning through career, professional & personal development, and training along with working with a team of committed individuals, where you are supported and given every chance to succeed.

Title/Position: **Emergency Response Case Manager**

Status: Non-Exempt

Department: **Empowerment Programs Emergency Response**

Reports To: **Emergency Response Program Manager**

Employment Type: Full-Time

Location: Los Angeles, CA / On-Site

Summary of Position

This position directly reports to the Emergency Response Program Manager and is in the Empowerment Programs Department. The Emergency Response Case Manager provides intensive case management, client support, and crisis intervention to survivors of human trafficking and modern-day slavery. This position requires thorough knowledge and understanding of human rights, strengths-based approach in serving clients, and the ability to employ key social work values, including client empowerment,

professional boundaries, and self-care. He/she should also possess client management expertise, independent decision-making ability, and excellent interpersonal and team-building skills. This position requires fieldwork and travel throughout Los Angeles County, develop and work with partners and to provide services to trafficking survivors in the Los Angeles region, and cover Emergency Response.

Essential Responsibilities

Case management: Provide survivor-driven, client-centered, timely, and professional case management for domestic and foreign national victims of human trafficking, focusing on emergency cases and/or clients who have recently escaped their trafficking situation. Care may include current program enrolled clients.

- Provide initial screening and readiness mental health assessment of new referrals;
- Manage initial intake for new emergency clients, including initial safety and service planning;
- Provide crisis intervention and supportive counseling;
- Provide ongoing service planning with clients and maintain written records of all service plans and achievements;
- Assist client to coordinate, health, mental health, legal, employment, education, criminal/civil case, DPSS appointments, additional needs that are assessed, and accompany/drive clients as needed.;
- Assess the need for and distribute emergency funds and resources to clients;
- Complete outcome measures and evaluations;
- Manage case files and provide detailed progress notes on a daily basis;
- Complete ongoing client assessments
- Ensure emergency response clients are supported until case management is secured at Cast or a partner agency.

Emergency Response/Crisis Intervention: Working as part of the Emergency Response Team, provide 24-hour response to human trafficking cases from the community and law enforcement.

- Provide emergency response for Cast hotline inbound calls during required shifts and on breaking cases on breaking human trafficking cases, including prompt, in-person field response, as needed, following all safety guidelines.
- Work with first responder specialists and other NGOs and law enforcement to mobilize first responder team to ensure prompt and sensitive care for newly identified survivors;
- Perform client intake, screen new referrals, triage needs, create initial action plans, and coordinate with client, CAST staff, and partners to address emergency needs.
- Provide victim service assistance to potential victims at law enforcement operations, and is present at operations (after-hours or weekend operations included).

Client Advocacy and Outreach: Ensure that client rights and needs are protected at the local service delivery level and by service providers.

- - Identify barriers to services and advocate for a higher quality of services with external service organizations;
 - Ensure protection of identity and confidentiality in line with a survivor's safety, needs, and preferences;
 - Advocate for culturally and linguistically appropriate services for clients;
 - Participate in outreach, including development and delivery of technical assistance and training to community and faith-based organizations, government, and law enforcement officials, and others.
 - **Other Duties:** Perform other duties in line with the Empowerment Program and/or Cast goals, as identified and assigned by the Emergency Response Program Manager and/or the Director of Empowerment Programs.

Essential Skills and Requirements

- Ability to maintain a positive, cooperative, and professional demeanor with clients, partner organizations, volunteers/interns, staff/board, donors, consultants, and members of the public.
- Excellent oral and written communication skills.
- Must be organized, flexible, detail-oriented, and multi-tasking.
- Sincere commitment to working independently and responsibly. Must be a self-starter, able to work in a team environment, and manage time effectively.
- Ability to prioritize work, meet deadlines, and produce quality results on time, with attention to detail.
- Proficient in using computers with related knowledge of software programs and the internet.
- Availability to travel extensively throughout the Los Angeles region.
- Have a car, insurance, and a valid driver's license.
- Physical demands are typical for an office environment, including sitting, reaching, lifting, speaking, hearing, and seeing reasonable accommodations that can be made.

Qualifications

- B.S.W. or BA in social work or related field required. M.S.W. or MA preferred.
- Bilingual preferred. (English/Spanish).
- Demonstrated sensitivity to and knowledge of issues involved in working with diverse populations and/or with individuals who have limited English proficiency.
- Demonstrated experience in case management and/or emergency response and/or providing direct services to clients, preferably in a community-based organization.

- In-depth knowledge of issues related to providing services to survivors of human trafficking, human rights, and violence against women, including knowledge of the service delivery system in Los Angeles and the regulations governing public and private benefits as well as federal benefits available to trafficking survivors.
- Prior emergency response, case management, and on-call experience preferred.
- Excellent interpersonal skills, honest communications, positive attitude, and ability to carry a professional tone.
- Ability to maintain composure in an organization that regularly provides support to highly traumatized victims.
- Must maintain a good driving record as required by company and DOT regulations, as applicable.
- Driver's license must be up to date and driving records reasonable clean'subject to review by Operations or Human Resources
- Provide proof of personal auto insurance coverage - Minimum Policy structure 100/300/50 liability
- Ability to thrive in a mission-driven environment.
- Committed to the mission, vision, and values of Cast.

Cast is an Equal Opportunity Employer

The Coalition to Abolish Slavery & Trafficking (Cast) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CAST complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Please apply on the company online portal: <https://castla.applicantpro.com/jobs/>, completing job application accompanied by a Cover letter, Resume and Writing sample. **NO PHONE CALLS PLEASE!**