



**MADEFORTHEM™**

MadeForThem is a social enterprise combating human trafficking through advocacy, fashion and survivor support.

**MFT Case Manager Responsibilities:**

- Assist the Executive Director, MFT Counselor and Survivor Advocate in enhancing and implementing of the MadeForThem survivor support services.
- Provide crisis intervention, emotional support, advocacy and practical assistance to victims of human trafficking.
- Provide information and referrals for clients for services such as shelters, relocation, mental health services, public assistance and other entitlements.
- Conduct intake and screening of new clients in accordance to established criteria with counselor.
- Assess clients' safety and needs; Determine if clients are appropriate for the MFT services and coordinate community resources as necessary.
- Create client centered personal plan of actions for clients; Work closely with MFT Counselor to determine best plan of action for individual client.
- Assist clients in scheduling appointments
- Transportation support for clients to and from counseling, group, as necessary.
- Provide information, referrals, advocacy and practical assistance on the phone and in person.
- Oversee job duties of MFT work experience survivors at MFT.
- Increase job training and work experience partnerships.
- Teach and/or oversee Life Skill classes including by not limited to: decision making, problem solving, critical thinking, effective communication, interpersonal relationships, self awareness, coping, resilience, financial, art therapy, etc.
- Delegate and manage volunteers for necessary related services.
- Advocate as needed with criminal court staff for client needs and provide assistance in navigating court and criminal justice systems.
- Perform data entry into a computerized record keeping system and maintain thorough and accurate case records and statistics provided at MFT and other agency interactions.
- Participate and represent MadeForThem at various community and collaborative meetings.
- Maintain cooperative working relationships with other service providers.
- Assist with in-kind donation management.
- Prepare monthly reports.
- Support various presentations from church and community outreaches to high-level presentations on human trafficking awareness and MFT mission.
- Coordinate community resources for human trafficking victims and survivors.
- Attend relevant trainings, workshops and seminars.
- Answer telephones and respond to service inquiries.
- Perform other duties as assigned.

**Qualifications:**

- Sensitivity towards and understanding of victimization, especially the experience of survivors of human trafficking.
- Candidates should be assertive, well organized, possess excellent communication and interpersonal skills.
- Demonstrated experience (either paid or volunteer) in working in human trafficking or violence against women/children field required.
- Able to work with diverse populations.
- Ability to think critically and address crisis situations as they arise, and;
- Ability to work under pressure in a calm and reassuring manner.
- Strong communication skills including writing and public speaking abilities required.
- Conflict resolution skills are highly desirable.
- Ability to manage multiple tasks and projects simultaneously and efficiently with minimal supervision.
- Ability to generate one's own tasks and develop creative solutions to problems.
- Ability to work as part of a team.
- Clearance of background and drug testing checks.
- Valid driver's license and ability to use personal vehicle for work; proof of car insurance.
- Proficient in Microsoft Office programs, including: Word, Excel, PowerPoint
- A strong commitment to helping human trafficking victims in need.

**Required skills:**

- Bachelor's Degree or equivalent experience
- Experience working with marginalized people groups strongly preferred.
- Bilingual in Spanish strongly preferred.

**Position:** MadeForThem Case Manager

Starting Salary: 30 hours / week / Part-Time – some weekends and evenings \$24,000

Open until filled.

Mail resume and cover letter to:

MadeForThem

Attn: Executive Director

P.O. Box 11234 | Fresno | CA | 93772

Or e-mail to [info@madeforthem.org](mailto:info@madeforthem.org)