



436 14<sup>th</sup> Street  
Oakland, CA 94612  
www.missey.org

## **CASE MANAGER POSITION DESCRIPTION**

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**MISSEY, Inc. (Motivating, Inspiring, Serving and Supporting, Sexually Exploited Youth)** is a community-based organization in Oakland, CA, founded in 2007 to respond to the needs of commercially sexually exploited children. We are a survivor-centered organization supporting young people, age 12-24, through direct services including intensive case management, one to one mentoring, and a daily drop in center. In addition to providing direct services, we work diligently for systemic change and contribute to the growing movement to end commercial sexual exploitation. Commercial Sexual Exploitation is a serious human rights issue that deserves a powerful, collective response.

### **Case Manager Position Summary**

MISSEY believes in the power and potential of young people and we know that with the right opportunities and support, commercially sexually exploited youth can overcome the circumstances of their exploitation and lead robust and purposeful lives. We provide intensive case management services to children and transitional age youth.

Under the supervision of the Director of Programs, the Case Manager is responsible for developing and maintaining MISSEY's case management services, including one-on-one services to victims and survivors of commercial sexual exploitation, engaging with families, collaborating across systems and disciplines, and working as part of a service delivery team to support our clients. By focusing on building relationships of trust with clients, the Case Manager facilitates healing, recovery, and growth in the young people they serve. The Case Manager works in partnership with other agency representatives and in compliance with MISSEY policies and procedures to support clients.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

#### **Direct Services**

1. Assess clients' basic needs for shelter, food and clothing; functional status; physical and mental health; and risk factors such as substance abuse.
2. With clients, develop and implement goal oriented case plans based on clients' overall needs and hopes for the future.
3. Meet individually with clients on a weekly basis to:
  - Identify appropriate resources and advocate for needed services.
  - Assist clients to secure identified resources.
  - Support clients' school enrollment, attendance, and academic achievement.
  - Facilitate referrals to individual and family therapists in the community.
  - Stabilize client housing, including working with county on placements within the foster care system as needed.
4. Provide crisis intervention services as needed.
5. Lead psycho-educational workshops for program participants.



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### **Indirect Services**

6. Work collaboratively with child welfare workers, probation officers, family members and client-identified healthy supportive adults, housing providers, therapists, and others to carry out case plans, maintain client stabilization and advocate for clients' overall needs.
7. Assist caregivers, family members and client-identified healthy supportive adults, as well as providers in understanding the youth, their needs, the impact of their experiences on their self-esteem, and how to best support their recovery.
8. Advocate for youth during team decision meetings, in emancipation conferences, at court hearings, schools, foster homes, and other similar settings.
9. Attend partner meetings in the community as assigned by your direct supervisor.
10. Keep up to date records of contacts and activities in compliance with contracts, grants and agency policies and procedures.

### **Other**

11. Annually, as part of supervision, create a professional development plan identifying personal goals, objectives and activities.
12. Actively participate in supervision, case conferences and staff trainings.
13. Maintain confidentiality at all times.
14. Contribute to organizational growth by sharing experiences, reflections, questions.

## **POSITION REQUIREMENTS**

### **Education**

- Bachelors Degree in social work, psychology, counseling, sociology or other related degree preferred; relevant experience may be considered.

### **Experience**

- Relevant experience providing case management with highly at-risk youth and young adults is required.
- Experience with client documentation and data entry is required.
- Experience working in gender specific services is preferred.
- Knowledge and experience accessing relevant government and community resources in Alameda County is preferred.

### **Knowledge, Skills and Abilities**

- Excellent speaking and writing skills.
- Knowledge of commercial sexual exploitation.
- Ability to develop positive relationships with program participants and co-workers.
- Ability to take the initiative, dependability, flexibility and resourcefulness.
- Ability to function independently and as part of a team.
- Ability to understand and follow organizational policies and procedures, take direction, and be open to feedback.
- Proficient in Microsoft Office Suites, Google Docs/ Calendar and Internet usage.

### **Additional Requirements**



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- Current drivers license, clean driving record along with cleared background check.

### **SALARY AND BENEFITS**

This is a full time (40 hours a week), non-exempt position with benefits.

- Annual salary is \$40,000.
- Medical, paid time off and other benefits available.

*MISSEY is an equal opportunity employer. The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*