

# Scarlet Hope

## **CASE MANAGER** (Full-Time)

### Mission Statement

Scarlet Hope exists to share the love and hope of Jesus with women in the adult entertainment industry (AEI). Scarlet Hope seeks to provide trauma-informed, strengths-based services that empower individuals to take the steps they want towards self-sufficiency.

### Roles and Responsibilities

The Scarlet Hope Case Manager is responsible for building trusting relationships with individuals who are involved in or exiting the AEI and assisting them in prioritizing self-identified goals, developing a plan to achieve those goals, and making referrals for services to accommodate their goal plan. It is characterized by advocacy, communication, and resource management. It promotes quality and cost-effective interventions and outcomes.

This is a salaried full-time position which provides a full range of moderate to complex work assignments in collaboration with the Career Development Program (CDP) Director and Outreach Director. The Case Manager position has dual reporting responsibilities; to the Scarlet Hope Outreach Director and the Scarlet Hope Career Development Program Director. It is expected that conflicting duties and responsibilities will be collaboratively resolved. Conflicts and concerns that cannot be managed at this level will rise to the Chief Operations Officer for final resolution. The position requires excellent organizational and collaboration skills, active problem solving, and effective interpersonal skills. Some early morning, evening, and weekend work is required.

### Desired Work Characteristics

- **Loves Jesus above all else**
- Gets things done with results to show for their effort
- Accomplishes things that are remarkable-- above and beyond what is expected
- Exercises sound decision-making skills, acting quickly and decisively
- Communicates well and can convince others to act
- Deals well with ambiguity, makes order where others see confusion
- Flexibility with growing and changing program needs-- a willingness and openness for development and changes to case management strategies

## Requirements/Qualifications

- Minimum of Bachelor's degree in human services or a related field
- 3 or more years of experience working in case management or a related area
- Experience working with mental health issues is preferred
- Experience working for a non-profit/Christian ministry is preferred
- Experience with local social service resources is preferred

## Skill Set

- Ability to demonstrate and implement Christ-centered, trauma-informed care for clients
- Detail oriented, able to build processes and systems
- Flexible- able to respond to leadership directives in a timely manner
- Excellent communication skills (both verbal and written) and organizational skills
- Education, training, and expertise in best practice standards and implementation of case management
- Demonstrates initiative with researching and accessing relevant resources in the community
- Ability to organize, discern, and problem solve creatively so that problems remain solved
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Utilize prevention and de-escalation tactics to avoid violence or behavior problems, and follow the escalation protocol in the event of problem behavior
- Ability to present the Scarlet Hope program in a professional manner and to build collaborative relationships with other organizations in the local community
- Ability to set boundaries in personal and professional life
- Ability to teach necessary skills without enabling clients
- Empower clients to gain independence and sustainability

## **ESSENTIAL DUTIES**

### Scarlet Hope Organization Duties:

- Provide trauma-informed, strengths-based, client centered care to all Scarlet Hope clients
- Treat all clients with respect and love
- effectively interact with actively-in-crisis individuals who have been impacted by the Adult Entertainment Industry
- Develop, utilize and increase resource partnerships
- Assist with volunteer and staff training as assigned
- Collaborate with all Scarlet Hope staff and resource partners to meet the needs of all Scarlet Hope clients
- Manage active caseload of 15-25 Scarlet Hope clients
- Provide monthly, quarterly and annual reports as assigned
- Attend and participate in all Scarlet Hope meetings as directed

- Assist with all Scarlet Hope fundraising and promotional events as directed
- Perform any other duties as assigned by Outreach Director or Career Development Program Director

### Outreach Duties:

- Effectively connect with local resources to aid Outreach clients with getting needs met
  - Housing, food, childcare, accessing important documents, recovery, navigating the social services/criminal justice system
- Collaborate with Outreach Director to meet the needs of all Outreach clients
- Assist with intake meetings and follow up to meet the needs of all Outreach clients
- Provide continuous case management services for selected Outreach clients until they transition into CDP or launch successfully
- Crisis management assistance for Outreach clients as needed
- Develop and implement Plan of Care documents and strategies to achieve client centered goals with the Individual's Community Support Team for selected Outreach clients
- Review and revise Plan of Care documents and strategies on a quarterly basis with the Individual's Community Support Team for selected Outreach clients until they transition into CDP or launch successfully
- Lead weekly client team meetings to update staff and Outreach Director on Plan of Care action items for each selected Outreach client
- Maintain up to date case notes, files and care plans in Apricot system for selected Outreach clients
- Track and manage resources and metrics in Apricot System for Outreach clients
- Provide regular open case management hours for all outreach clients on a weekly basis to meet the needs and increase stability

### Career Development Program (CDP) Duties:

- Effectively connect with local resources to aid CDP clients with getting needs met
  - Housing, food, childcare, accessing important documents, recovery, navigating the social services/criminal justice system
- Collaborate with CDP director to meet the needs of all CDP clients
- Crisis management assistance for CDP clients as needed
- Develop and implement Plan of Care documents and strategies to achieve client centered goals with the Individual's Community Support Team for all CDP clients
- Review and revise Plan of Care documents and strategies on a quarterly basis with the Individual's Community Support Team for CDP clients until they graduate or are no longer in the Career Development Program
- Lead weekly client team meetings to update staff and CDP Director on Plan of Care action items for each CDP client
- Prepare CDP clients to move from traditional social services case management into career planning services and establishing a pathway to meaningful employment during the 12-month Career Development Program
- Teach CDP classes on a routine basis as assigned
- Maintain up to date case notes, files and care plans in Apricot system for CDP clients
- Track and manage resources and metrics for CDP clients

- Provide weekly case management meetings for all CDP clients as scheduled to meet needs and increase stability

*\*This role will be evolving along with the changes in the ministry.*

### **Other Expectations & Responsibilities:**

1. Participate in weekly staff meetings, annual staff retreat and staff training(s)
2. Aid in the Annual Fundraising events
3. Aid in helping with the Volunteer retreat
4. Assist with Volunteer orientation
5. Assist with planning and facilitating volunteer quarterly training

***Flexibility is a vital aspect of the role as Case Manager. There will be miscellaneous tasks and responsibilities that may be assigned to you. It will be essential that your role be viewed as being a flexible member of a team. We are excited and thankful for your skills and gifts.***