

Scarlet Hope[®]

LOUISVILLE

Case Manager

July 2021

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.

The 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. This role is characterized by advocacy, communication, and resource management. It promotes quality and cost-effective interventions and outcomes.

This is a salaried full-time position that reports to the Career Development Program Director and provides services to Outreach and Career Development Program Clients. The position requires excellent organizational and collaboration skills, active problem solving, and effective interpersonal skills. Some early morning, evening, and weekend work is required.

Requirements/Qualifications

- Minimum of Bachelor's degree in human services or a related field
- 1 or more years of experience working in case management or a related area
- Experience working with a vulnerable population
- Experience with local social service resources is preferred

Desired Work Characteristics and Skills

- **Loves Jesus above all else**
- Exercises sound decision-making skills, acting quickly and decisively
- Ability to organize, discern, and problem-solve creatively
- Ability to respond to crisis and/or escalated behavior with calm and confidence

- Excellent communication skills (both verbal and written) and organizational skills
- Ability to set boundaries in personal and professional life
- Flexibility with growing and changing program needs—a willingness and openness for development and changes to case management strategies

Roles and Responsibilities

1. Execute Case Management

- Provide gospel-centered, trauma-informed, strengths-based, client-centered care to all Scarlet Hope clients
- Manage an active caseload of 15-25 Scarlet Hope clients including selected Outreach Clients and all Career Development Participants
- Effectively interact with actively-in-crisis individuals who have been impacted by the Adult Entertainment Industry
- Implement intake meetings and follow up accordingly
- Develop, implement and revise care plans for each Client according to Scarlet Hope's case management model
- Lead Care Team meetings for Career Development Participants
- Maintain up-to-date case notes, files, and care plans as well as track and manage resources for all clients
- Proactively engage women in the Adult Entertainment Industry with Case Management opportunities (Examples: tabling at other organizations, participating in select Scarlet Hope Outreach programming, etc)

2. Collaborate with Scarlet Hope Team

- Lead weekly client meetings to update CDP Director and Outreach Director on client progress, including goals achieved and staff action items
- Collaborate with all Scarlet Hope staff to engage with and meet participant needs and assist with goal accomplishment
- Assist with volunteer, intern, and staff training to ensure that the full team is equipped to support Scarlet Hope's model of Case Management

3. Manage Resources

- Develop, utilize and increase resource partnerships in the local community
- Proactively identify resources to meet the changing culture of the Adult Entertainment Industry
- Effectively connect clients with local resources
- Maintain a master resource list that can be utilized by the entire staff team

4. Administration and Other Duties

- Provide monthly, quarterly, and annual reports as assigned
- Teach CDP classes and participate in activities on a regular basis as assigned
- Assist with the CDP application process as requested

- Attend and participate in all Scarlet Hope meetings as directed and assist with all Scarlet Hope fundraising and promotional events as directed
- Assist in the planning and facilitation of volunteer/participant fellowship events

**This role will evolve as there are changes in the ministry.*

Case Manager Hours and Weekly Schedule

Hours: Monday - Friday 8:30 AM - 5:00 PM

Monday - CDP Case Management, Administrative Duties

Tuesday - Collaborative Staff Meetings, Outreach Case Management

Wednesday - Intake Follow-Ups, Case Management Hours

Thursday - Administrative Duties, Case Management Hours

Friday - CDP Case Management and Activities/Class

Flexibility is a vital aspect of the role of 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.