

Scarlet Hope®

Case Manager

Roles & Responsibilities:

Reports to: Senior Program Director of Scarlet Hope Louisville

Location: Louisville, KY

Scarlet Hope exists to share the hope and love of Jesus with women who have been exploited by the adult entertainment industry. Our vision is to see every exploited woman restored by the hope and confidence that Jesus loves her.

The Case Manager is responsible for building trusting relationships with individuals 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 salaried full-time position reports to the Senior Program Director and provides services to Outreach, Community, and Discipleship 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.

Responsibilities Defined:

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 (Specializing in Tier Two)
- Effectively interact with actively-in-crisis individuals who the Adult Entertainment Industry has impacted
- Implement intake meetings and follow up accordingly

- Develop, implement, and revise care plans for each Client according to Scarlet Hope's case management model
- Maintain up-to-date case notes, files, and care plans, as well as track and manage resources for all clients within our Case Management program (Coming Home)
- 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)

Collaborate with the Scarlet Hope Team

- Lead weekly client meetings to update the team 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
- Provide monthly, quarterly, and annual reports as assigned
- 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

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 the entire staff team can utilize

Desired Qualifications

- Bachelor's Degree
- Trauma-Informed Care Experience
- Experience serving trafficked or exploited women

Qualities & Skill Expectations

- Strong written and verbal communication skills
- Excellent record-keeping and organization skills
- Collaborative and coachable
- Strong servant leadership
- Team player