

## ***Case Manager- Esther's Home - Mirror Ministries***

### **About Mirror Ministries**

Mirror Ministries' mission is to respond to domestic minor sex trafficking with the love of Christ through local education, intervention, restoration, and aftercare. This mission has led us to establish Esther's Home, a place where up to five girls aged 11-17 can live for 12-24 months to achieve restoration from being trafficked. Esther's Home provides comprehensive residential and therapeutic services through fostering and maintaining a trauma-informed, safe, clean, abuse-free home. Mirror Ministries is a Christian organization dedicated to serving people of all faiths and backgrounds.

### **Esther's Home Case Manager Job Description**

Mirror Ministries' mission is to respond to domestic minor sex trafficking with the love of Christ through local education, intervention, restoration, and aftercare. This mission has led us to establish Esther's Home, a residential home where up to five girls aged 11-17 can live for a year or more while recovering from being trafficked. Esther's Home direct service advocates provide comprehensive residential services, meeting the residents' basic needs, working with a team to build opportunities for their development, and fostering and maintaining a safe, clean, abuse-free home. Mirror Ministries is a Christian organization dedicated to serving people of all faiths and backgrounds.

### **Responsibilities**

- Under supervision of On-site Program Manager provide innovative, trauma-informed, intensive case management services to up to five residents aged 11-17 who have experienced sexual exploitation.
- Build trust and rapport using a strengths-based approach and trauma-informed engagement practices with residents.
- Work cooperatively and collaboratively with all site staff, partners, and volunteers to create a nurturing, dynamic, and constructive environment for residents; take ownership for fostering a safe, trauma-informed, home-like atmosphere where residents can feel they are not at risk for abuse.
- Provide on-site resident supervision, including crisis intervention and behavioral redirection to residents who use less effective or maladaptive coping skills. Collaborate with staff on crisis prevention and assistance strategies.
- Responsible for working with Esther's Home Care Team to coordinate all aspects of resident care. This includes the following: school enrollment, medical care, mental health treatment, social services navigation, criminal justice system coordination, and substance use treatment. Work with former service providers to minimize relocation trauma and disruption.
- Create individualized treatment plans incorporating all aspects of care to help residents set and achieve their goals, communicating to the wider team for consistent, cohesive support.
- Conduct assessments throughout each resident's stay to inform ongoing service provision and to identify and eliminate barriers to progress.
- Run one-on-one and group mental health, life skills, and coping skills curriculum.

- Create and implement transition planning for residents based on assessments and resident progress toward their goals.
- Collaborate with residents on after care plans prior to exiting the program and follow up with them after exit.
- Act as On-Site Supervisor in the On-Site Program Manager's absence.
- Model positive behavior, communication, and coping skills using de-escalation, mediation, and problem-solving skills.
- Maintain accurate and timely case records, progress notes, logbooks, and other required documentation with data entry in our client management system.
- Dispense medication (as needed) and complete related documentation; perform medication reconciliation and update medical binder forms according to policies and procedures.
- Support with coordination of basic needs on-site ensuring residents have everything they need for each day.
- Be prepared to regularly prepare meals for up to 5 clients and staff depending on the shift.
- Provide transportation for resident outings and appointments; safely operate the agency vehicle in accordance with state law and agency policy.
- Faithfully adhere to organizational policies and procedures around client confidentiality in any kind of communication.
- Maintain healthy boundaries with all residents and colleagues.
- Embrace and promote Mirror Ministries' vision and mission in the community.
- Participate in employee and client activities that may require some travel, or that occur locally or on Zoom.
- Participate in house meetings, supervision, required training, resident consultations, and agency meetings. Attend weekly Esther's Home staff meetings and possibly quarterly MM Board meetings and community events.

## Required Qualifications

- Bachelor's degree in Human/Social Services or related field from an accredited college or university (extended experience in the field specifically with adolescents may be substituted for schooling requirement)
- Minimum of a year experience in Social Services in the role of Advocate, Youth Counselor, or Case Manager with at-risk or vulnerable populations, particularly those who have been victims of crime
- Must have an active and vital relationship with Jesus and be a part of a supportive faith community outside of Mirror Ministries.
- Must agree with our statement of faith
- Must have reliable transportation, current auto insurance, and a clean driving record
- Must be comfortable with a wide range of responsibilities
- Must be a professional, teachable, and humble servant leader
- Possess excellent interpersonal client or resident supervision skills as well as professional verbal and written communication skills
- Willingness and ability to learn about the Commercial Sexual Exploitation of Children (CSEC)
- Willingness and ability to learn about complex trauma and its impacts on the brain and behavior; ability to learn and implement knowledge of trauma-informed care in resident services
- Ability to respond to crisis and/or escalated behavior with calm, confidence, and understanding

- Ability to organize, discern, and problem-solve creatively and under pressure
- Experience and willingness to conduct presentations and training to large groups
- Detail-oriented, able to build forms, processes, and systems
- Working knowledge of Microsoft Office Suite & Google Docs
- Flexibility and ability to respond to leadership directives promptly
- Must be faithful and committed to the role in a consistent manner

## Preferred Qualifications

- Master's degree in Human/Social Services or related field
- Two or more years of experience in Social Services in the role of Advocate, Youth Counselor, or Case Manager with at-risk or vulnerable populations, particularly those who have been victims of sex trafficking or other violent crime
- Knowledge and experience working with disadvantaged young people in the areas of CSEC, sexual abuse and assault, child abuse/neglect, domestic violence, crisis intervention, juvenile justice, substance abuse, mental health issues, public assistance rights, family dynamics.
- Knowledgeable about complex trauma and its impacts on the brain and behavior
- Familiarity with Tri-Cities agencies, law enforcement, and service providers
- Bilingual

**Schedule:** Typically, 8 am-5 pm weekdays- flexible for weekend and evening events

**Location:** Based out of Esther's Home in Pasco, Washington

**Position:** Full-time, hourly, non-exempt, no overtime

**Compensation:** \$23.00 to \$26.00 – dependent upon experience

**Additional Benefits:** 9-paid holidays, 100-hours (2.5 weeks) of paid time off per year, and medical stipend Therapeutic CEU's training and support provided

## ***An Equal Opportunity Employer***

In accordance with Washington state laws, Mirror Ministries does not discriminate because of race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal in serving victims and survivors of human trafficking. *As a Christian ministry we do uphold and require a signed Belief Statement for all our Board, Staff, and Volunteers.* Because of the grace we have been given, we extend that grace to any and all victims/survivors of human trafficking, regardless of their life circumstances and/or beliefs.

## Statement of Faith

1. We believe the Bible to be the inspired, only infallible, authoritative Word of God. II Timothy 3:15-17
2. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit. Matthew 28:19; Ephesians 4:4-6
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory. John 1:1-4; Matthew 1:23; Philippians 2:5-11; Hebrews 1:1-4 and 4:15; Acts 1:11 & 2:22-24; I Corinthians 15:3-4
4. We believe that all have sinned and fall short of the glory of God, that for lost and sinful man the repentance of sin and faith in Jesus Christ results in Salvation, and that Jesus Christ is the only way of salvation. Romans 3:23; Titus 3:4-7; Luke 24:46-47; Ephesians 2:8-9; John 14:6; Acts 4:12
5. We believe in the present ministry of the Holy Spirit whose regeneration and indwelling enables the Christian to live a godly life and to perform good works. Titus 3:3-5; Galatians 5:16-18; Romans 8:9
6. We believe in the resurrection of both the saved and the lost; the saved unto the resurrection of eternal life and the lost unto the resurrection of damnation and eternal punishment. Revelation 20:11-15; I Corinthians 15:51-57
7. We believe in the spiritual unity of believers in our Lord Jesus Christ and that all true believers are members of His body, the Church. Ephesians 4:4; I Corinthians 12:12, 27

## Mission and Vision Statements

**Mission Statement:** *To respond to domestic minor sex trafficking with the love of Christ through local education, intervention, restoration, and aftercare.*

**Vision Statement:** *Our vision is to see local victims of sex trafficking become survivors who have hope, healing, and restoration.*

I, \_\_\_\_\_, agree with and uphold the above beliefs in the Statement of Faith, Mission, and Vision, as a representative of Mirror Ministries.

\_\_\_\_\_  
(Signed)

\_\_\_\_\_  
(date)