



RESIDENTIAL CASE MANAGEMENT ADVOCATE

Created Gainesville is committed to reaching and restoring lives impacted by sex trafficking and sexual exploitation.

Purpose: The Case Management Advocate is responsible for providing support to survivors of sex trafficking and exploitation in the residential program and case management services to program residents.

Reports to:

Residential Coordinator

Duties & Responsibilities:

- The Case Management Advocate is responsible for conducting staffings, maintaining submitted pass requests, resident schedules, communicating with service providers and/or safe contacts, and providing residents with accountability for progress in the program.
- Collaborate with the residential coordinator in scheduling workshops, program work/materials, and resident volunteer opportunities.
- Assist residents in pursuing and overcoming specific barriers that a resident may have in order to prepare the resident to be successful upon graduating and independent living. Ex. legal issues, credit score and/or negative rental history.
- Collaborate with the residential coordinator in researching and communicating with potential business owners about job opportunities for our residents.
- Assist in communicating with the advocate team on how to best care for our residents when questions and/concerns about a resident occur.
- Facilitate all assessments, treatment planning and support services for survivors of sex trafficking to include, but not limited to legal, medical, housing, and mental health.
- Serve as a role model in the professional setting for residents in conduct, appropriate communication, health and wellness, and in exhibiting Created's core values.

- Provide necessary transportation for survivors of sex trafficking to and from a variety of places including, but not limited to, places of employment, medical appointments, classes, and community resources.
- Attend meetings and trainings requested by the Residential Coordinator.
- Indirect Services to document victim services information to the database.
- Case Management Advocates have direct interactions with residents throughout the day.
- Other duties as assigned.
- Second shifts during the weekday and some weekend hours are required for the case management position.

Education and/or Experience

- Actively pursuing or received a Bachelor's degree or has 2 years related experience
- Administrative experience preferred
- Proficient in Word, Google Calendar, Google Drive and Excel and able to learn new systems
- Ability to work in a collaborative, fast-paced environment
- Strong written and oral communication skills
- Ability to manage multiple projects simultaneously
- Strong organizational and analytical skills
- Willingness to establish and maintain effective working relationships
- Must exhibit humility through teachability and adaptability
- Clean driving record, preferred

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, and ability to adjust focus.
- In the performance of the duties of this job the employee is required to travel (frequency), drive a motor vehicle, communicate using telephone and email.

Work Environment:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Home environment at the residential facility
- Modest casual to business casual attire depending on the activities for the day