



JOB DESCRIPTION

Written by: Michelle Hannan

Date: 7/25/2025

TITLE: Anti-Human Trafficking Housing Case Manager

DEPARTMENT: Social Services, Anti-Human Trafficking

REPORTS TO: Anti-Human Trafficking Manager

SUPERVISES: N/A

STATUS: Full-Time, Non-Exempt

SCHEDULE: 8:30 am. – 5:00 p.m. (40 hours). Must be willing to work evenings, weekends and holidays to fulfill the duties as outlined below.

FUNCTION: This position will provide housing-focused case management to survivors of human trafficking and/or commercial sexual exploitation. Anti-Human Trafficking case management services include ensuring safety, interviewing participants, assessing, planning, implementing, coordinating, monitoring and evaluating participant needs, maintaining participant files and statistical records. Additionally, this position may conduct trauma and addiction groups for survivors of human trafficking.

DUTIES:

1. Implement The Salvation Army's holistic approach to social service ministry by providing each client with information regarding corps worship services, corps community programs for adults and children, as well as other Salvation Army social service programs that would meet their need.
2. Respond to emergency calls placed to the Central Ohio Reach and Restore Coalition (CORRC) 24/7 trafficking hotline.
3. Assess the immediate needs and safety of the caller.
4. When requested by caller, coordinate with law enforcement to ensure the victim's safe removal from the trafficking situation.
5. Utilize Salvation Army and CORRC resources to ensure that the victim's immediate needs are met, including safe temporary housing, clothing, food, medical care, and mental health care.
6. Develop a safety plan and a service plan in coordination with the victim.
7. Provide shelter-based/home-based case management to help the client achieve the goals outlined in the service plan. Although plans will vary based on individual needs, these activities may include but are not limited to permanent housing, legal assistance, working with law enforcement, ESOL, employment, counseling, and linkage to benefits. This will require transportation of participants.
8. Work in partnership with Harriet's Hope Case Managers to provide community-based case management for residents of Harriet's Hope.
9. Conduct triage screening interviews with potential case management participants.
10. Connect with Harriet's Hope potential applicants to schedule an appointment to complete Harriet's Hope application. In addition, discuss necessary documents for application completion and requirements for residing at Harriet's Hope.
11. Assist potential residents in obtaining required documentation such as birth certificate, social security card, bank statements, SNAP benefits, and other items.
12. During application appointment, complete Urica assessment, application and RTA packet. Verify what documents are still needed and set up assessment appointment.

13. After application is completed, monitor progress of document gathering while working with TSA staff to obtain all required documents, and ensure assessment has been completed and sent to TSA.
14. Maintain contact with applicants during the 60-day CMHA approval process.
15. Assist Harriet's Hope Case Managers to ensure apartment is properly prepared for new residents, including Welcome Basket, food box, and other needed supplies.
16. Become proficient in and maintain proficiency in Motivational Interviewing and employ techniques to help residents increase stability.
17. Employ and model a Trauma Informed Care philosophy within Harriet's Hope and ensure that all partners uphold the model.
18. Provide collaborative case management with The Salvation Army's community-based case managers and other Harriet's Hope partners.
19. Provide assistance to clients exiting Harriet's Hope and community-based clients in locating and transitioning to other housing opportunities.
20. Work in conjunction with the outreach teams to identify potential victims of human trafficking.
21. Conduct ongoing outreach to both community partners and perspective participants.
22. Maintain accurate and timely case notes and statistical records.
23. Ensure that all required reports are completed on time.
24. Attend individual supervisorial and team meetings.
25. Ensure that services are delivered to participants using a client-centered, strengths-based approach.
26. Maintain strict confidentiality regarding all Anti-Human Trafficking participants.
27. Attend all in-service Professional Development training sessions.
28. Request needed program supplies and materials from Anti-Human Trafficking Manager.
29. Maintain time sheets and submit to supervisor by the established deadline.
30. Consult supervisor to get additional information, feedback, and approval on assistance with difficult or unusual participant situations.
31. Follow rules, regulations, and policies of the Department of Social Services and The Salvation Army.
32. Cooperate with other Salvation Army staff to create and maintain a harmonious and efficient environment.
33. Complete other tasks as assigned by the Anti-Human Trafficking Manager and/or Anti-Human Trafficking Associate Manager.

MINIMUM QUALIFICATIONS:

1. Bachelor in Social Work degree preferred.
2. Licensed Social Worker in the State of Ohio preferred.
3. Experience working with victims of human trafficking is preferred. Experience working with victims of traumatic crimes, such as domestic violence or sexual assault is required.
4. Willingness to uphold and support The Salvation Army's mission and ministry.
5. Ability to obtain and maintain driving privileges per The Salvation Army insurance standards.

COMMUNICATES WITH:

Internal

Officers and Employees
Participants
Volunteers and Interns

External

Community Agencies

WORKING CONDITIONS:

During an average workday, the jobholder will sit 25% and stand/walk 75%.

Legend:	N	Not at All (Zero Hours)
	V	Very Little (Zero to one (1) hour)
	O	Occasionally (One (1) to two (2) hours)
	F	Frequently (Three (3) to four (4) hours)
	R	Repetitively (Five (5) to six (6) hours)
	C	Continuously (Seven (7) or more hours)

Body Movements:

- O- Bend/Stoop
- O- Squat
- O- Climb
- O- Reach
- O- Crouch
- O - Kneel
- O - Balance
- O- Push/Pull

Weight Lifted:

- F- Up to 10 lbs.
- O- 11 to 35 lbs.
- O- 36 to 75 lbs.
- O- 76 or more lbs.

Weight Carried:

- F - Up to 10 lbs.
- O- 11 to 35 lbs.
- O- 35 to 75 lbs.
- O- 76 or more lbs.

Hand Movements:

- O- Light grasping
- V- Firm grasping
- O- Pinching
- O- Vibration
- O- Torque
- O- Extended Weight

Environmental:

- O - Working on heights
- O - Work on uneven ground
- O- Work near moving equipment

Exposure:

- F- Physical (noise, temperature, dust, etc.)
- O- Chemical (cleaning solvents, fresh paint, etc.)
- F- Radiation (microwave in lunchroom, etc.)
- F- Extreme Heat and Cold
- O- Biological (body fluids)

General Statement: The above is general in nature and is not intended to be exhaustive. I acknowledge that many positions for The Salvation Army are grant funded. I understand that my continued employment with The Salvation Army man/is based on the renewal and approval of funding.

Area of Special Concern: This position may require long work hours in a very active environment.

ACKNOWLEDGMENT OF RELIGIOUS PURPOSES OF THE SALVATION ARMY:

The employee acknowledges that he/she has been informed and understands The Salvation Army's religious purpose and status as a church. The employee agrees that he/she shall do nothing in his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her work-related conduct must not conflict with, interfere with, or undermine such religious programs or The Salvation Army's religious purposes.

THE SALVATION ARMY MISSION STATEMENT:

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

This job description is subject to change as programs evolve.

ACKNOWLEDGMENT: I have read, understand, and have received a copy of this job description.

Employee Name _____
Employee Signature _____ Date _____