

# JusticeMatters

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<b>Position:</b>	Client Resource Specialist
<b>Type:</b>	Full Time
<b>Status:</b>	Non-Exempt
<b>Salary Range:</b>	\$53,000 - \$58,000
<b>Reports to:</b>	Director of Impact and Engagement
<b>Location:</b>	Durham, North Carolina
<b>Updated:</b>	11/27/2024

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## Position Summary

The Client Resource Specialist will provide trauma-informed case management services to individuals who have experienced human trafficking, with a focus on education, advocacy, and resource coordination for a caseload of approximately 20 clients per year. This role will involve collaboration with various teams, data collection for program evaluation, and active participation in supervision, team meetings, and ongoing training to maintain and enhance service quality. Additionally, this position will also serve as a key partner to the Leadership Team in building out and integrating case management services at JusticeMatters.

The Client Resource Specialist should demonstrate a strong commitment to survivor empowerment and a readiness to work with immigrant communities, communities of color, and low-income communities to advance equity, resiliency, and civil rights.

Ideal candidates will have experience working with survivors of trauma and in building community partnerships across a variety of disciplines. Additionally, candidates must be biliterate in Spanish and English.

## Duties and Responsibilities

- Support clients in identifying and connecting with referrals in response to assessed client needs, including but not limited to medical and therapy providers; assistance in navigating resources for housing, food, and clothing; safety planning; economic stability planning; education planning and navigation; connections to job training resources; connections to peer, community, and/or spiritual support; and other needed referrals.
- Update and maintain agency's referral guide(s) and lists of provider agencies.
- Collaborate with the relevant direct services teams to plan and coordinate services alongside mutual clients.
- Provide interpretation and translation services for clients, as needed.
- Conduct intake calls, biopsychosocial assessments, and impact assessments.
- Provide subject-matter expertise to inform trauma-informed policies and procedures for case management services, including ways to improve resource coordination and data collection processes.
- Implement consistent processes for conducting a client satisfaction survey and recording client progress with respect to individualized service plans.
- Maintain accurate and timely records for each case and update data in case management systems according to internal protocols.
- Stay current on relevant and proven practices for the provision of services by engaging in continuing education sessions, relevant training, etc.
- Attend and participate in community-based coalitions and events to enhance knowledge, networks, and responsiveness to communities served.
- Handle other tasks, as requested by the Director of Impact and Engagement.
- Generally promote JusticeMatters' mission and work.

## Qualifications and Requirements

1. One to three (1-3) years case management experience and/or experience working with survivors of trauma.
2. MSW and/or practical experience in the social work field, *preferred*.
3. Fluency in spoken and written Spanish.
4. Competency with interpreting and translating in professional settings.
5. Demonstrated experience developing and/or managing a program or team providing direct legal services, *preferred*.
6. Excellent organizational skills and strong attention to detail.
7. Strong interpersonal, cultural humility, and cross-cultural communication skills.

8. Demonstrated experience collaborating with external agencies and multidisciplinary professionals in the provision of case management and/or social services.
9. Ability to think strategically and creatively, solve problems, innovate, exercise initiative, manage multiple tasks/projects involving sensitive information, and make decisions under pressure, including knowing when to ask for assistance.
10. Proficiency in Google Suite and Microsoft Office Suite, and willingness to learn other case management systems.
11. The means and willingness to travel (a North Carolina driver license and regular access to a vehicle are required).
12. Impeccable integrity, judgment, and discretion.
13. Support of the Mission and Vision of JusticeMatters.
14. Affirmation of the Foundation Statement of JusticeMatters.
15. Demonstrated commitment to the Core Values of JusticeMatters.

## **About JusticeMatters**

JusticeMatters is a faith-motivated, nonprofit law firm that addresses the roots and repercussions of human trafficking. Founded in 2009 in Durham, North Carolina, we provide trauma-informed legal services throughout North Carolina and we promote just policies and practices impacting our clients and community. Since 2011 we have been at the forefront of efforts to integrate principles of trauma-informed care in the legal profession, recognizing that the way we provide legal services—not solely the legal results we secure—holds potential to promote the wellbeing of our clients and our workforce. Our team seeks justice, strives for excellence, upholds trauma-informed principles, embraces community, and is anchored in celebration. We envision the freedom and flourishing of all.

## **Compensation and Benefits\***

- 4-day/32-hour work week
- 20 days of paid time off
- 4 days of paid sick leave
- Health insurance coverage for employees 100% paid by JusticeMatters
- Life insurance coverage for employees 100% paid by JusticeMatters
- Health insurance for family members (paid by employee)
- Dental and vision insurance (paid by employee)
- 401(k) retirement account
- Stipend for any required licenses and professional memberships

- Access to robust and personalized professional development, including but not limited to professional conferences and ongoing psychoeducation for trauma-informed design/practice
- Flexible work schedule, with opportunities to work off-site
- Paid 12-week sabbatical after seven (7) years of service, and five (5) years, thereafter

\*These details are for informational purposes, and this list is not exhaustive. Benefits are subject to policy or plan changes.

*For more information about JusticeMatters, please visit our website at [www.justicemattersnc.org](http://www.justicemattersnc.org).*

*Ready to Apply? Send a cover letter and resume to Director of Business Operations Santae Cooper at [santae@justicemattersnc.org](mailto:santae@justicemattersnc.org).*