



Case Manager (PT – Los Angeles)

Founded in 1980, the Program for Torture Victims (PTV) provides comprehensive bio-psycho-social and legal forensic care and empowerment services to survivors of torture (SOT) to regain their health and well-being, and become self-sufficient, contributing citizens and leaders in their new home in Southern California. PTV's supports survivors of state-sponsored torture from more than 70 countries including Afghanistan, Ukraine, Uganda, Ethiopia, Venezuela, and other Latin American countries. PTV operates offices in Los Angeles (LA) and Orange (OC) counties, assisting over 470 survivors of torture annually.

Overview

Reporting to the Social Services Director, the Case Manager provides direct client services including client communication, assists in navigating social services and public benefits, and serve within a coordinated care team. Client profiles include victims of state sponsored torture, hate crimes, domestic violence, substance abuse, and may have major mental diagnosis. The Case Manager works collaboratively alongside the clinical team and legal team to assess next steps for each case.

The Case Manager provides high-quality, trauma informed social services to survivors and their families, in alignment with the standards and philosophy of PTV and professional code of ethics. These responsibilities include, but are not limited to:

- Fielding new referrals and requests of services
- Coordinating intake processes
- Identify, and work with and develop partnerships with agencies throughout Los Angeles County
- Coordinate Welcome Home workshops
- Provide information & referral, crisis intervention
- Monitor resident referrals for all departments
- Complete and summarize case notes for all referrals in process and completed
- Utilize client case management portal to update files and outcomes

POSITION QUALIFICATIONS AND REQUIREMENTS

- AA or BA degree a plus, but not necessary
- Able to work in hybrid model: remotely and in the office
- Able to work 20-25 hours, weekly.
- Flexible schedule
- Located in Los Angeles County
- Fluency in English a must; **fluency in a second language, preferred**
- Ability and commitment to working within an anti-oppression framework, including commitment to engaging in reflective practice, self-reflection, social examination and self-examination and awareness on issues of social privilege, power dynamics, class, race, sexual orientation, countertransference, and social position.
- Experience working with LGBTQ communities, refugees, immigrants, and non-English speakers required.

- Adherence to a model of building and nurturing SOT resiliency and moving toward self-sufficiency, independence and leadership.
- Demonstrated ability to adhere to a survivor-centered, holistic and multidisciplinary approach to case management and counseling services.
- Ability to meet deadlines and produce timely reports is a requirement.
- Engagement in individual reflective supervision and case conferencing with Clinical Supervisor and/or team members as appropriate on collaborative case approach.
- Current working knowledge of community resources available to assist clients with mental health, housing, health insurance recovery, nutrition, employment training and other psychosocial needs OR willingness to learn and get up to speed in a short period of time.
- **Self-motivated, mission driven and able to take initiative, while being a strong team player.**
- Ability to be mindful and think creatively in problem solving within the confines of a limited organizational budget and with consciousness of SOT's own resource/economic challenges as appropriate.
- Experience working with MS Office products (Word, Excel, PowerPoint), electronic/paperless client databases/systems.
- Participate in weekly all staff meetings
- Demonstrated commitment to international human rights and trauma survivors.
- Authorization to work in the United States.
- Valid CA Driver license, auto insurance, and a vehicle to drive between work locations and off-site meetings.

Salary: \$25-\$28/hr

Benefits for include: 12 paid sick days, 10 vacation days, 14 paid holidays; dental and vision insurance available; and DACA renewal fees

LGBTQ+, DACA-mented, and BIPOC candidates are encouraged to apply. Please email your cover letter and resume to jobs@ptvla.org