



Residential Wraparound Case Manager

REST JOB DESCRIPTION

ROLE SUMMARY The REST House is a transitional living program for up to six women, ages 18-30 (single, pregnant, or parenting), who are taking steps to exit the sex trade or recover from sexual exploitation. The Wraparound Case Manager will provide trauma-informed and strengths-based Wraparound Facilitation and Case Management for each resident. A smaller case load allows for the case manager to combine these service activities to promote seamless coordination of care to assist residents in prioritizing goals, forming a team to help develop a plan to reach those goals, and making accessing services to accommodate the plan. The Case Manager will have a team-centered focus with the understanding that this role is part of a residential team and is also expected to collaborate with many professional and natural supports in the community to help each resident build their own team of support, utilizing an evidence-based High Fidelity Wraparound and Motivational Interviewing approach. All staff & volunteer roles within the home should enhance each resident's experience and allow maximum opportunity for trusting relationships to build with the women and children living in the home. This position reports to the Residential Program Supervisor.

ROLES

- **Residential Coverage:** Be a consistent presence in the home, building relationships, and helping residents have a positive experience, while assisting team to ensure smooth daily operations as part of the residential program.
- **Wraparound Facilitator:** Implement High Fidelity Wraparound per the evidence-based model with each resident
- **Case Manager:** Per each wrap plan, help residents access the resources and services needed to reach their goals, including advocating for residents in the community and with other service providers, law enforcement, government agencies, and legal entities

RESPONSIBILITIES

- Act as key member of the REST House team, working in tandem with the Residential Program Supervisor to ensure that daily operations are running smoothly and in the best interest of the residents
 - Assist in screening, interviewing, intake, and acclimation process for residents or potential residents
 - Understand and implement policies and procedures for the house as part of daily functions
 - Create a nurturing, trauma-informed atmosphere that encourages residents to stay engaged with the program
 - Model healthy communication, respond to verbal and non-verbal cues from residents in an empowering manner
 - Ensure cultural differences are appreciated and accepted within the house
 - Support each resident's personal exploration of holistic healing, to include their individualized faith journey
 - Maintain confidential information within guidelines established by REST's Confidentiality Policy
 - Provide timely, accurate, and organized reporting records, mileage logs, and other documentation per standards
 - Utilize deescalation or crisis intervention techniques to help residents remain safe and stable within the house
- Implement High Fidelity Wraparound combined with Motivational Interviewing with each resident (six, plus children)
 - Familiarize residents with HF Wraparound in a way that leads to high engagement levels
 - Create a Strengths, Needs, Culture Discovery for each resident, with a prioritized list of client-identified goals
 - Develop a crisis safety plan to assist residents in preventing events that would hinder their goal achievement
 - Assist residents in identifying natural and professional supports to be on their wraparound team
 - Orient team members to wraparound and coordinate of team members in a way that leads to high engagement
 - Facilitate wraparound team meetings, developing goal action plans and implementing those plans
 - Begin preparing residents for transition during the beginning of the wraparound process
 - Facilitate wraparound with consistent use of the 10 principles of care
- Provide case-management to assist residents in following through with their HF Wraparound Plan
 - Facilitate or arrange for any necessary assessments (mental health, chemical dependency, life skills, self-efficacy)
 - Assist residents in accessing resources with the goal of helping them develop greater levels of self-sufficiency
 - Become familiar with resources and community services that meet the needs of the residents
 - Cooperate with other agencies in the social service system to provide good networking of client services
 - Ensure communication channels are open, active, and working in the best interest of the residents
 - Participate in staff meetings, house huddle, quarterly REST meetings, and the REST training days

Residential Wraparound Case Manager

REST JOB DESCRIPTION (CONT.)

QUALIFICATIONS

- Experience working in a residential setting with vulnerable populations
- Preference for a Bachelors degree in social science field
- Demonstrated expertise utilizing motivational interviewing
- Able to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Employees of REST must agree with the REST statement of faith
- Excellent interpersonal skills and ability to build rapport and trust
- Must be able to thrive in a high intensity, and often times unpredictable work environment
- Committed interest in the issues surrounding sexual exploitation, including complex trauma
- Strong sense of self identification, personal coping skills, emotion regulation and conflict resolution
- Technology skills: iPhone; email; basic computer skills, Microsoft Office, Google Drive, Apricot (preferred)
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Ability to organize, discern, and problem-solve creatively
- Must have current drivers license with clean driving record
- The person in this position needs to be able to move about freely, throughout the house, including ascending and descending stairs
- Must be able to lift up to 20 pounds on occasion

Schedule: 40 hours/week. Hours may vary depending on residential needs. Schedule is to be worked out in partnership with the Residential Program Supervisor. Shift is likely to be 10am to 8pm (M-Th)

Location: REST House (South Seattle)

Salary: \$18.75 - \$22.50/hr DOE. 15 days of vacation per year; 8 paid holidays; \$4550 health care package, 403(b) retirement savings option