



MOSAIC
FAMILY SERVICES

Position: Family Violence and Anti-Trafficking Case Manager
Supervisor: Program Manager, Family Violence and Anti-Trafficking Program
Program: Victim Services
Location: Dallas, TX
Hours: M-F 8:45 AM to 5:15 PM
Type: Full-time, 40 hours/week
Classification: Non-Exempt

ABOUT MOSAIC FAMILY SERVICES

Mosaic Family Services is a safe haven for survivors of human rights abuses including intimate partner violence and human trafficking. Mosaic provides shelter, counseling, and comprehensive social services as well as legal representation. Mosaic Family Services transforms, empowers, and rebuilds our clients' lives through culturally competent services.

Summary

Mosaic Family Services is seeking an experienced Case Manager who will support survivors and provide comprehensive case management to help address barriers and achieve safety, stability, and self-sufficiency. This position will work collaboratively with our shelter, transitional housing, child advocacy, legal and counseling teams, and community partners to ensure a holistic approach and best outcomes for our clients. The ideal candidate will be compassionate, innovative, and a team player.

Essential Functions and Responsibilities

- Provide crisis intervention and intensive case management to survivors to address their safety, shelter/housing, legal, counseling, economic, and other needs related to victimization.
- Provide intake and orientation of services, including assessments for victimizations, wellness, strengths, needs, and safety, and safety planning.
- Collaborate with clients in development and implementation of a strength-based, solution-focused, individualized plan that prioritizes survivors' goals.
- Protect and maintain survivors' privacy and confidentiality and adhere to state, federal, and professional confidentiality laws and requirements.
- Coordinate agency services and warm hand offs for community resources, and provide ongoing follow up, guidance, and support to accomplish their service plan.
- Provide navigation through the criminal legal, family law and immigration, public benefits, healthcare, housing, other victim and social service providers and community resources systems, including information, assistance with application process, advocacy, and other support.
- Provide orientation/education regarding dynamics of family violence and human trafficking, healthy relationships, rights, CPS, bus orientation, and other topics related to services and goals.
- Provide transportation, accompaniment, interpretation/translation, emotional support, and other support services as needed.
- Conduct outreach and education to marginalized and disinvested communities such as immigrants, refugees, BIPOC, LGBTQIA2S+, disabled and others, and compile appropriate materials and brochures.
- Network with relevant providers and maintain updated knowledge of community resources; establish relationships/partnerships for warm hand-off/referrals. Identify key stakeholders in Case Manager's own community/communities to help build bridges and new working relationships to better support survivors and increase awareness about domestic violence and human trafficking.
- Provide peer mentoring and support to new case managers, interns, and volunteers as needed and appropriate.

- Maintain and utilize updated professional knowledge and training of Mosaic Family Services' policies and procedures; values, positions, and approaches; family violence and human trafficking; community resources; trauma-informed care, and other related topics.
- Maintain accurate and proper documentation and record-keeping, including entering data into a client database and submitting data for monthly reports, grant reports, and grant applications.
- Assist with procurement and documentation of resources and in-kind donations related to position and survivor needs.
- Participate in assigned weekly, monthly, and quarterly staff meetings.
- Participate in ongoing supervision and program evaluation to ensure meeting of program needs.
- Assist with other duties as appropriate and assigned by Supervisor(s) or their designee.

Qualifications and Skills

Required

- Bilingual (please see below for language preferences)
- Bachelor's degree in social work, human service or related field (or minimum of 2 years+ equivalent of work experience for high school or Associate's degree).
- Ability to effectively work and communicate (oral and written) with individuals from culturally diverse backgrounds.
- Ability to respond in a constructive, supportive manner to adults and children in crisis situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Strong organization and time management skills and ability to multitask in a fast-paced and changing environment.
- Proficiency in Microsoft 365 Suite (Word, Excel, PowerPoint, Teams, etc.) and Google Workspace.
- Valid Driver's License, car insurance, and reliable transportation.

Preferred

- Strong preference for African languages, including but not limited to Igbo, Yoruba, Tigrinya, Amharic, Somali, Swahili, Twi, and French. Other preferred languages include Arabic, Tagalog, Mandarin, Korean, and Vietnamese.
- Knowledge and experience with family violence, human trafficking, abuse, trauma, and other related issues.
- Knowledge and experience in handling crisis situations using sound professional judgment, ethical practice, and common sense.
- Knowledge and experience with local community resources.
- Knowledge and experience with systemic issues that marginalized and disinvested populations, such as BIPOC, LGBTQ+, immigrants, refugees, disabled people and others face.

Salary: \$40,000 - \$45,000 DOE annually

Benefits:

- Health, vision, and dental insurance
- Life & AD&D insurance
- Employee Assistance Program (EAP)
- Employee discount program
- Retirement matching
- Paid Time Off, holidays, Parental Leave

This position is primarily government grant-funded and dependent on government funding availability and awards each agency fiscal year (October – September).

DEI Statement

Mosaic is dedicated to fostering a culture of inclusion, diversity, and belonging where everyone feels engaged, respected, and valued. We do not discriminate based on race, color, creed, religion, national origin, gender, gender identity, sexual orientation, age, familial status, or disability.

We encourage applications from traditionally underrepresented communities including BIPOC, LGBTQIA2S+, people with disabilities, veterans, multilingual individuals, and especially individuals with lived experiences similar to our client populations.

To apply for this position, please send a cover letter and resume to mehas@mosaicervices.org.