

Job Title: Program Administrator

Department: Anti-Human Trafficking

Hours Worked: 37.5 Hours per week

FLSA Status: Exempt

Location: Riviera Beach

Supervises: Case Managers

Reports To: Associate Director

Summary:

The Program Administrator will be responsible for the determination of eligibility, assessment and intake for clients of Human Trafficking. Program Administrator will be required to develop a plan for each client, assist, and educate in safety, life skills, US law, parenting, and cultural adjustment. The Program Administrator will also assist clients in locating and applying for services to assist with the clients pending needs.

Essential Duties and Responsibilities:

- Provide comprehensive victim services to certified victims of human trafficking to include an individual need base plan and intensive case management
- Network with partner agencies to refer services
- Collaborate with Catholic Charities programs in the provision of victim services
- Meet with human trafficking clients on a regular basis
- Support the human trafficking client through the investigative and prosecutorial process
- Represent Catholic Charities on the Human Trafficking Task Force
- Attend PBC Human Trafficking Coalition meetings
- Coordinate and oversee Catholic Charities community human trafficking education outreach
- Coordinate and oversee Catholic Charities public awareness campaign
- Have responsibility for the 24-hour human trafficking hotline
- Responsible for Intake and Eligibility Assessment

This is a sampling of duties. Other tasks, responsibilities and duties may be assigned as needed.

Qualifications:

- Must have a Bachelor's degree
- Three or more years of experience in providing direct social services to victims of violence and/or trauma, preferably to survivors of human trafficking, domestic violence, sexual assault and/or torture.
- Strong interpersonal and organizational skills and excellent verbal and written communication skills are required
- Must be bilingual English/Spanish
- Ability to function as part of an interdisciplinary team.
- Knowledge of community social service resources and local job market
- Computer skills. MS office and database management.

- Ability to communicate professionally with applicants, service providers, co-workers and supervisors.
- Common sense and good judgment in handling day-to-day matters without direct supervision.
- Ability to forge mutually respectful partnerships with supervisor, co-workers, and clients with an understanding and sensitivity to cultural differences. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, various socio-economic groups and those living alternative lifestyles.
- Ability to work independently, set priorities, and make decisions with minimal supervision.
- Ability to follow directions and instructions from a supervisor.
- Organized, self-starter, punctual, honest, courteous, and self-controlled.
- Knowledge and support of Catholic Social teaching.
- Florida driver's license and excellent driving record.
- Professional telephone manner, interpersonal skills, and the ability to respect confidentiality.

Exercise discretion and good business judgment.

- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies, and the general public.
- Ability to multi-task, work independently, makes responsible judgment calls, and work with others in a team setting.
- Ability to work irregular hours, willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements, and willingness to respond to emergency situations without notice.
- Must have a valid Florida driver's license, excellent driving record, and vehicle

Physical Requirements:

- Occasional light lifting and carrying of under 15 pounds, moderate carrying and lifting of 15 – 44 pounds and frequent use of both hands and fingers (i.e. typing).
- Occasional ability of minimal hearing (i.e. driving) and routine hearing (i.e. listening to others in conversation).
- Work requires specific visual abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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