



<b>Job title</b>	Human Trafficking Program Manager
<b>Reports to</b>	Director of Operations
<b>FLSA:</b>	Exempt; Full-time
<b>Department</b>	Client Services

### **Job purpose**

Under the direction of the Director of Operations, the Human Trafficking (HT) Program Manager is responsible for the comprehensive ongoing development and coordination of services and activities under the organization's Human Trafficking Assistance program initiative. The HT Program Manager evaluates and oversees the program to ensure that overall program deliverables are achieved in accordance with program requirements. Utilizing a trauma-informed care approach, the HT Program Manager will ensure compassionate care is provided to survivors of human trafficking. In addition, the HT Program Manager will engage in collaborative efforts, community events, and provide trainings and presentations in the community.

### **Duties and responsibilities**

- In collaboration with the organization's leadership, create a solid vision for the Human Trafficking program and services, and implement best-practice activities and policies to promote positive outcomes for clients
- Supervise the coordination and facilitation of emergency response and service delivery to victims of human trafficking
- Acts as liaison to local, state, regional, and national anti-trafficking agencies and networks
- Maintains expertise in anti-trafficking service delivery, policy and law, and advocacy issues
- Evaluates information from clients, assuring that the delivery of services is client-centered
- Monitor records of clients to ensure compliance with program outcomes, effective treatment plans, and service delivery goals
- Be available for 24/7 on call and coverage as assigned or necessary
- Input data entry and review data management systems to ensure accurate and appropriate program data in the agency database (Apricot)
- Provide advocacy services and support to survivors of domestic violence, human trafficking, and other exploitation
- Provide crisis intervention to hotline callers as well as clients within WTLC's programs
- Participate in staff meetings, conferences, and other meetings as needed or assigned
- In collaboration with the Client Services Manager, supervise, train, and evaluate staff/interns
- Assist with and participate in agency events including outreach and educational activities
- Provide monthly program updates to Executive Director and Director of Operations to include, but not limited to client success stories, challenges, and other metrics
- In collaboration with agency's leadership, management, and staff, supports the overall functioning of WTLC ensuring that all participants, staff, board, and constituents are engaged within trauma-informed framework
- Other duties may be assigned

## **Qualifications**

- BA in social services/related field, Master's degree is preferred and minimum of 2 years experience or equivalent of both, experience with survivors of trauma, specifically human trafficking
- Knowledge of in the field of anti-trafficking
- Experience serving diverse communities
- Experience in, or knowledge of, crisis intervention and trauma informed
- Effective oral and written communication skills
- Excellent public speaking skills and ability to provide education and training
- Excellent organizational skills
- Bilingual in Spanish is preferred – the prevailing non-English language of clients
- California State 40-Hour Domestic Violence and Human Trafficking Training Certified
- Sexual Assault Counseling Training 48 Hour Certificate
- Has not been a resident of WTLC or any other domestic violence shelter for three years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check
  
- Possession of working mobile phone with calling and data plan
- Leadership and positive representation of WTLC within the community

## **Working conditions**

Approved alternate work schedule (4/10) or regular (5/8) schedule. Flexibility to work evenings, weekends, and coverage for holidays and overnight shifts, as needed.

## **Physical requirements**

Regularly required to sit and use hands to fingers; intact vision abilities required  
Occasionally required to lift and/or move heavy objects

## **Direct Reports**

Human Trafficking Advocates and assigned volunteers and interns

TO APPLY SEND RESUME, COVER LETTER REFLECTING YOUR EXPERIENCE, AND  
SALARY REQUIREMENTS TO  
[INFO@wtlc.org](mailto:INFO@wtlc.org)  
NO PHONE CALLS PLEASE