



## Damayan Migrant Workers Association

406 W 40th Street, Third Floor, New York, NY 10018

T 212. 564. 6057 E [contact@damayanmigrants.org](mailto:contact@damayanmigrants.org) W [damayanmigrants.org](http://damayanmigrants.org)

### DAMAYAN LEAD CASE MANAGER JOB DESCRIPTION

April 2024

#### **Who We Are**

Damayan is a grassroots organization that serves and empowers low-wage Filipino migrant workers living and working in New York City and New Jersey, especially domestic workers and labor trafficking survivors. We were established in 2002 by a group of Filipina domestic workers experiencing employer abuses, like illegally refusing to pay minimum wage, termination without cause or notice, and working overtime without compensation.

#### **About the Role**

Damayan is hiring for a Lead Case Manager (LCM), a key member of the team. The LCM oversees all areas of case management (immigration, labor and health), direct services and service referrals, and trainings. Reporting to the Executive Director, the LCM will supervise a Services and Training Associate (once position is filled), and work alongside our organizing team as well as operations, communications, and development.

#### **Areas of Work**

##### **Case Management**

- Provide comprehensive, culturally responsive, and linguistically appropriate case management services to identified adult survivors of trafficking
- Do intake of community members, and maintain case files and notes
- Provide advocacy and information about workers' rights and services, safety planning, and service planning
- Offer direct assistance to support unmet basic needs and well-being

##### **Services**

- Provide services or service referrals related to:
  - Health care, including physical, mental and emotional health
  - Emergency, transitional, and long-term housing assistance
  - Employment assistance, and job training and placement
  - Family reunification

- Assist workers in receiving public benefits; assist with preparing, submitting, and tracking the status of an application; assist with collecting supporting documentation; appealing a denial of benefits
- Provide legal advocacy and services related to the worker's labor trafficking experience, including explanation of legal rights and protections, cooperation with law enforcement, and assistance with immigration, and family and civil matters
- Organize health screenings
- Run the Trafficking Victims Assistance Program (TVAP), including:
  - Holding TVAP Orientation
  - Identifying potential recipients and enrolling in TVAP
  - Maintaining 15 or more TVAP recipients a month
  - Maintaining handbooks, records and reporting
- Develop and maintain relationship with new and current legal and social service partners (immigration and labor attorneys, doctors, counselors, and others)

### **Coordination with Other Damayan Team Members**

- Coordinate with the Organizing staff to do in-person and online outreach and recruitment to community members needing Damayan's services and trainings (mass text, social media, flyering and postering, one-on-one phone calls, etc)
- Coordinate with the Communications staff about the communications needs of the Services and Trainings Team (graphics, flyers, posters, brochures, social media posts, etc)
- Coordinate with the Development staff to ensure implementation, tracking, reporting, and prospecting grants that fund Damayan's services and trainings

### **Organizational Leadership**

- Work with the staff to do annual, quarterly and monthly planning, and assessments
- Delegate responsibilities and supervise the coordinator and associate team members of the Services and Trainings Team, and hold check-in and feedback meetings
- Model Damayan's core values and principles

### **Who You Are and Keys to Success**

- **Trustworthy:** As this role is about relationships, you take those relationships and the community's trust very seriously. You are honest and reliable.
- **Results-Oriented and Organized:** Not easily fazed with multiple projects or tasks, your usual strategy is to establish a plan and timeline right away. You are all about meeting challenges with possible solutions, all towards Damayan's goals.

- **Collaborative:** You believe in the power of collective work and leadership, and are not afraid to explore other solutions to improve workflow. You appreciate both receiving and giving feedback, and believe in open and professional communication.
- **Committed to Racial Equity and Social Justice:** You recognize the racial disparities in policies, income, and opportunities, and you want to fight and help empower the community for equality and equity.
- **Political Alignment:** You have an understanding, appreciation, and commitment to learning more about Damayan’s vision, mission, strategies, programs, and organizational values.

### **Qualifications**

- Minimum of 2-5 years of related experience
- Grounding in culturally relevant, trauma-informed, and empowerment-based services
- Fluency in Tagalog and English
- Ability to work independently and collaboratively in a team environment
- Skilled in Microsoft Office, Google Suite, Signal, and Zoom (preferred)
- Accountable, communicative, and self-driven
- Strong verbal and written communication skills
- Ability and willingness to access third floor walk up office
- Experience in training, screening, and event planning
- Strong project management skills to manage several cases and programs at once

### **Other Employment Information**

- Full-time, 40 hours a week position, Tuesday through Saturday, 11am to 7pm
- In-person employment at our office at 406 West 40th Street, Third Floor (walk-up), New York, NY (with some opportunities for hybrid work)
- Salary range: \$58,000-\$63,000, commensurate to experience
- Generous benefits including health insurance and Paid Time Off (PTO) for vacation, holidays, sick, and personal days

### **Information About Applying**

Please submit a cover letter and resume to [hiring@damayanmigrants.org](mailto: hiring@damayanmigrants.org) with the subject line “Lead Case Manager Position” and indicate where you saw the position. The position is open until filled, with preference given to applicants who submit their materials by May 15, 2024.

*Damayan is an Equal Opportunity Employer, and is committed to building a diverse and passionate team. Immigrants, people of color, people with disabilities, and trans and/or gender non-conforming applicants are strongly encouraged to apply. Damayan does not discriminate on the basis of race, color, religion, sex, national origin, ethnicity, age, disability, sexual orientation, gender expression, medical condition, or any other basis prohibited by federal, state, or local law.*

*We recognize that people from marginalized groups may be less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job. We would encourage you to apply, even if you don't believe you meet every one of the qualifications described.*