

## Case Manager

**About Cyber Civil Rights Initiative:** CCRI’s mission is to combat online abuses that threaten civil rights and civil liberties. We are the nation’s leading 501(c)(3) non-profit organization combating image-based sexual abuse, including Nonconsensual Distribution of Intimate Images (NDII) (“revenge porn”), sextortion, and synthetic NDII (“deep fakes”). Each year, we serve thousands of victims and survivors through the 24/7 CCRI Image Abuse Helpline, and we reach thousands more through trainings, outreach events, and the digital CCRI Safety Center.

**Location:** This position is available to candidates in any location within New York State. It is a fully remote position, with occasional in-person trainings or meetings scheduled throughout the year. CCRI will provide equipment and supplies to set up a secure home office environment.

**Salary and Benefits:** In New York City, the annual salary is \$55,000. Salary adjustments will be made based on the location of the incumbent, using tools like PayScale or other similar cost-of-living calculators as a reference. Benefits include, but are not limited to, a 401(k) plan; substantial leave, which includes four weeks of vacation; health care reimbursement; telehealth plan; access to a mental health app.

### Job Description:

- Provide compassionate, survivor-centric case management to clients and contribute to an empathetic and collegial work environment.
- Conduct intake with new clients, assess client needs, offer various pathways a client may consider, provide emotional support, and refer clients to ongoing care.
- Offer ongoing case management for complex cases. May include requesting image takedown, following up on takedown requests, liaising with other involved professionals, conducting other ongoing case management activities as needed, or other strategies.
- Complete required case file documentation, including intake forms, confidentiality forms, case notes, correspondence, and other documentation as may arise.
- Document caseload data accurately and submit monthly quantitative and qualitative reports.
- Maintain paper and digital files per CCRI’s record retention and privacy policy.
- Assist in creating or revising case management tools and resources for victims and survivors.

- Attend regular calls and meetings with tech companies, coalitions, community partners, and other stakeholders to learn about and offer feedback on safety trends and products.
- Contribute to outreach and development materials and projects.
- Additional tasks as assigned.

**Qualifications:**

- A minimum of three years of experience offering direct service to victims and survivors in crisis as a case worker, case manager, or other helping professional.
- Strong interpersonal skills, including respectful and kind communication; empathy; maturity; professionalism; adaptability; a problem-solving approach; and ability to collaborate well with a team.
- Experience drafting or revising case management tools or processes.
- Experience drafting and presenting outreach materials, including PowerPoint presentations.
- Experience in a start-up or small nonprofit environment that requires adaptability, creativity, resourcefulness, and an independent approach to work.

**Employment Authorization:** All employees must have valid work authorization in the United States.

**To Apply:**

- Please submit a resume and cover letter to [hr@cybercivilrights.org](mailto:hr@cybercivilrights.org) by February 12, 2024 with the subject line "Case Manager". Short-listed candidates will be contacted after the deadline for approximately two virtual interviews. Please accept our regrets that we cannot respond to each inquiry.
- Salary history will not be requested or considered during the application process. Salary will be determined as described above.
- All initial applications will be held in confidence. Short-listed candidates will be asked for authorization to contact two-three references.
- Employment verification, sex offender, and criminal background check will be completed with candidate authorization. A financial credit check will not be conducted.

**Referrals:** Kindly note that referrals are discouraged and will not be considered in a review of applications.

**Equal Employment Opportunity Policy:**

CCRI is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, citizenship or immigration status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. CCRI is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.