

Senior 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 \$65,000. 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; encouraged leave benefit; health care reimbursement; telehealth plan; and access to a mental health app.

Job Description:

- Collaborate with the executive director to create a new casework, outreach, and training department, including developing policies, procedures, training tools, and other materials.
- Thoroughly review and manage to all grant requirements, deliverables, and reporting deadlines and criteria, and serve as secondary contact to funders.
- Supervise three case workers and provide mentorship, training, and team-building in an empathetic and collegial environment.
- Conduct in-person, virtual, and/or pre-recorded trainings and awareness-raising events.
- Conduct desktop monitorings, client simulations, and casefile review, for both the CCRI Image Abuse Helpline and for CCRI case workers, in order to implement quality assurance measures and to tailor ongoing training and support.
- Review quantitative and qualitative reports from case workers for accuracy and highlight trends.

- Offer ongoing case management to clients and/or brainstorm solutions for complex cases, such as image searching, documenting, or takedown, following up on takedown requests, liaising with other involved professionals, etc.
- Assist in drafting written materials, including policies, procedures, manuals, program and annual reports, development content, advisories, infographics, fact sheets, PowerPoint presentations, digital content, and the like.
- 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.
- Coordinate referral and case coordination system with select direct service organizations.
- Maintain and oversee organization's files in accordance with CCRI's record retention and privacy policy.
- Complete other related activities.

Qualifications:

- A minimum of three years of experience offering direct service to victims and survivors in crisis as a case worker or other helping professional. At least three additional years as a senior case manager or similar supervisory position.
- 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 conducting quality assurance and compliance reviews of case file documentation, including intake forms, case notes, confidentiality forms, client surveys, etc.
- Experience drafting training and outreach materials, including annual reports, advisories, infographics, fact sheets, PowerPoint presentations, and the like.
- 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 by February 12, 2024, with the subject line “Senior 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.