



JOB DESCRIPTION: CARE COORDINATOR

WHO WE ARE

Araminta is a faith-inspired nonprofit in Baltimore committed to reducing the threat and trauma of human trafficking through prevention, education, and restorative services for survivors and youth at risk of exploitation. Through our Circle of CARE model, we serve primarily victims and survivors of sex trafficking ages 12–24, as well as youth who are at risk due to other forms of abuse or exploitation.

JOB SUMMARY

Reporting to the Director of Client Services, the Care Coordinator works collaboratively with the Client Services team to provide intensive, individualized case management and wraparound services for Araminta's program participants.

This role is a full-time, exempt position based in our Baltimore City office. The 40-hour weekly schedule varies according to client needs and includes some evening or weekend hours. The role also requires travel within Baltimore City and surrounding areas. Candidates must have the right to work in the U.S.

RESPONSIBILITIES AND DUTIES

Care Coordination / Case Management

- Referral Follow-Up — Complete intakes and assessments; connect clients with appropriate internal and external services.
- Interagency Collaboration — Coordinate with external case managers, social workers, and partner teams to ensure seamless support.
- Intra-agency Collaboration — Coordinate and collaborate with Client Services team to ensure seamless support for all program participants.
- Creative Problem Solving — Proactively identify solutions to ensure clients receive comprehensive, individualized care.
- Trauma-Informed Case Management — Provide survivor-centered wraparound services to survivors and at-risk youth (ages 12–24).
- Crisis Response — Deliver crisis management and crisis care services.
- Goal Setting & Care Planning — Develop goals and care plans aligned with each client's phase (crisis, stabilization, growth).
- Regular Client Engagement — Meet with clients regularly, prioritizing in-person support when possible.
- Circle of CARE Implementation — Engage mentors, advocates, and volunteers to deliver life-skills development and coordinate appropriate training supports.
- Client Activities — Participate in planning and implementing survivor-centered activities and events.



- Documentation — Maintain timely, detailed case notes and records in the client services database.
- Reporting — Provide qualitative and quantitative data in alignment with funder reporting schedule and as needed.
- Professional Development — Attend assigned trainings and stay current on trends and best practices relevant to Araminta's work.

Program Strengthening

- Program Specialization – Provide specialized skills development or resource navigation to participants.
- Program Problem Solving — Offer proactive, creative approaches and solutions to strengthen care coordination.
- MDT Participation — Attend MDT and other network meetings as needed.
- Partnership Development — Strengthen relationships to ensure clients receive comprehensive wraparound services.
- Resource Guide Maintenance — Contribute to updating resource and referral guides.
- Procedural Updates — Assist with updating procedural documents as needed.

Missional Needs

- Mission Support — Perform other duties as assigned in support of Araminta's mission.

This job description is not an exhaustive list of a Care Coordinator's responsibilities.

REQUIRED SKILLS/ABILITIES:

- Commitment to and passion for Araminta's mission.
- Discretion and ability to maintain the highest levels of ethical behavior and client confidentiality.
- Proactive approaches and creative problem solving.
- Collaborative, team-oriented mindset.
- Ability to meet competing deadlines in a fast-paced, flexible environment.
- Excellent interpersonal and written communication skills. Ability to work effectively with diverse teams and individuals who have experienced complex trauma.
- Proficiency in Microsoft 365 and digital case-management systems, or ability to learn new systems quickly.
- Comfort working in an environment where faith-based values guide the mission, programs, and daily interactions.
- A criminal background check, including fingerprints, is required prior to employment.
- Bilingual (Spanish) preferred.

EDUCATION AND EXPERIENCE

- Bachelor's degree in social work or related field, or equivalent experience.



- Minimum of two years of experience in a similar role.
- Candidates with lived experience are encouraged to apply.

PHYSICAL AND OTHER REQUIREMENTS

- Ability to remain in a stationary position for prolonged periods, which may involve sitting or standing.
- Ability to walk frequently up and down stairs and throughout a large building.
- Ability to perform computer work, including typing.
- Ability to lift and/or carry up to 25 pounds.
- Engaging in communication with others to exchange information, which may involve speaking, listening, writing, or using electronic communication methods to ensure clear and effective understanding. This includes both verbal and non-verbal interactions with colleagues, clients, or external parties.
- Driving is required for this position. Driver must be at least 21 years of age, with a minimum of two (2) years of driving experience, and a valid driver's license issued by Maryland. There can be no state issued restrictions on the licenses that would impede drivers' ability to operate the vehicle, and there must not be more than three (3) points on their driving record. Driver must have reliable transportation and comprehensive auto insurance for transporting clients.

SALARY AND BENEFITS

- Benefits include comprehensive health, dental, and vision coverage (Araminta covers 100% of the employee's health premiums); HAS; 15 days of PTO; 14 paid holidays and staff rest days; optional work-from-home days; mileage reimbursement.
- The salary range for this position is \$50,000 - \$70,000, commensurate with experience.

To apply, send your resume and cover letter to Careers@aramintausa.org.