

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position Title: Residential Case Manager II (Night)
Hours: Full-Time / Non-Exempt (40 hours/week, Night Shift 12:30am - 8:30am)
Salary:

Position Summary:

Under the direct supervision of the Crisis Shelter Program Coordinator and the clinical supervision of the Clinical Director, supervise shelter and crisis line operations during five 8-hour night shifts per week.

Position Responsibilities and Duties:

1. Provide hotline counseling, information and referrals to ensure 24/7 coverage of crisis line.
2. Conduct shelter intakes by arranging for the safe arrival of clients, ensuring welcome packets are ready, and completing intake documents.
3. Provide crisis counseling and crisis intervention to shelter residents.
4. Provide case management, advocacy, and counseling services to shelter residents in accordance with their service plan.
5. Provide general oversight and supervision of all shelter activities during the night shift.
6. Document information and services on each client and maintain appropriate written records.
7. Each night read case notes, read logbook, and complete log notes on interactions with all clients to ensure the flow of information to other staff
8. Assist with data collection and reporting, including daily shelter resident head counts, daily crisis line call counts, and daily counts of service units and time on completed Client Service Record forms.
9. Review client files daily to ensure they are complete, accurate, and in order. Ensure all required signatures and paperwork are on file.
10. Close out all files in a timely manner as instructed.
11. Ensure daily that all client forms and program forms are maintained and stocked at adequate levels by making necessary copies.
12. Complete the shelter space check every morning.
13. Assist with organizing the pantry, donations, or other shelter/client supplies, or as assigned.
14. Supervise and assist in the training of community volunteers assigned to the crisis line.
15. Work as part of a multi-disciplinary team to best meet the needs of clients.
16. Recommend interventions and/or referrals as appropriate, based on client needs.
17. Participate in evaluation of program effectiveness and other evaluation activities.
18. Enforce policies and procedures that uphold the safety and confidentiality of Haven Hills clients and shelter facilities.
19. Assist Crisis Shelter Program Coordinator with daily operations of facility as necessary or assigned.
20. Participate in agency trainings and supervision as required.
21. Other related duties as assigned.

HAVEN HILLS, INC. POSITION DESCRIPTION

Minimum Qualifications:

1. Bachelor's degree in human services, behavioral science, or related field, or year for year substitution allowed in cases of exceptional work experience in domestic violence field
2. Work experience in the domestic violence field or knowledge of the dynamics of abusive relationships and its impact on the individual, children, family, and society
3. 40 hour state-mandated DV advocate training certificate or completion within 3 months of hire
4. Bi-lingual Spanish highly desirable
5. Must write clearly and effectively in English
6. Excellent communication, active listening, and conflict resolution skills
7. Shelter, case management, and counseling experience desirable
8. Hotline experience desirable
9. Ability to multi-task in crisis setting
10. Ability to relate to individuals and groups in an empathic and non-judgmental manner
11. Must work collaboratively with multidisciplinary team
12. Ability to problem solve, be resourceful, use sound judgment, and possess good decision-making skills
13. Must be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, and adaptable
14. Comfortable working alone on a shelter shift with a highly stressed population
15. Ability to work with diverse cultures, communities, and professional groups
16. Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
17. Ability to enter information accurately and timely into a database for required program and government reports
18. Must have a valid California driver's license, an automobile that may be used during work hours, and maintain adequate auto insurance
19. Must undergo fingerprinting, TB testing, and drug testing, as required

Haven Hills, Inc. is an equal opportunity employer and does not discriminate on the basis of race, religion, national origin, gender, age, or life style.

AMERICAN WITH DISABILITIES ACT COMPLIANCE INFORMATION

To comply with the Americans with Disabilities Act and other applicable laws insuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the know physical or mental limitation of an otherwise qualified individual with a disability unless such accommodation create an undo hardship on Haven Hills.