

## **Job Description**

**Position Title:** Residential Case Manager  
**Hours:** Full-Time / Non-Exempt (Minimum 40 hours/week with some weekend and evening hours required)  
**Salary:**

### **Position Summary:**

Under the direct supervision of the Residential Program Manager, the Residential Case Manager is responsible for a variety of tasks in support of residents in a crisis shelter for victims of domestic violence and their children. This position will be primarily an administrative position responsible for logistical support to the Residential Program Manager in the day-to-day operations of the Crisis Shelter. Duties include: maintaining and updating client records; conducting room checks and safety audits of the shelter; scheduling and assisting in arranging 24/7 coverage for the crisis line; and tracking and entering program data for contracting agency reporting.

### **Position Responsibilities and Duties:**

1. Assist Residential Program Manager with daily operations of facility as necessary or assigned.
  - a. Support Residential Program Manager with day-to-day technical support of Shelter Staff answering technical questions or concerns regarding client services.
  - b. Provide support to Residential Program Manager in conducting room checks and safety audits of the shelter.
  - c. Provide and assist in arranging 24/7 coverage for crisis line to ensure round the clock telephone coverage.
  - d. Provide intake services including Stage 1 through the crisis line; Stage 2, meet the client at the Service Center or other arranged meeting place, conducting and completing intake paperwork with client; and help family settle into their shelter apartment with necessary clothing, food, and personal care items.
  - e. Attend agency trainings and staff meetings.
  - f. Participate in supervision meetings, as assigned.
  - g. Uphold all Haven Hills policies and procedures.
2. Provide and assist in development of safety plan and delivery of case management services as necessary and assigned.
  - a. Assist in scheduling individual group, and family counseling for both adult participants and their children for the Counseling Program. Whenever needed, the Crisis Shelter Services Supervisor will provide counseling support to clients.
  - b. Provide advocacy on behalf of clients to attorneys, legal aid centers, or other service providers when needed. In some instances, Crisis Shelter Services Supervisor will provide legal information and assistance to DV victims in understanding, preparing, and processing legal documents necessary to obtain temporary restraining orders (TRO's), other protective orders, and/or custody orders.
  - c. Provide transportation and accompaniment to clients at court proceedings to provide support, logistical assistance, and safety-planning.
3. Responsible for all data collection, data entry, and reporting to contracting agencies.
  - a. Maintain and update all client records ensuring that all necessary paperwork, applications and supplemental documentation is in compliance with agency standards and contracting agencies' requirements.
  - b. Other related duties, as assigned

**Minimum Qualifications:**

- 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
- Work experience in trauma field or related field desirable
- 40-hour state-mandated DV advocate training certificate or completion within 3 months of hire
- Advanced Spanish speaking skills required
- Must write clearly and effectively in English
- Excellent communication, active listening, and conflict resolution skills
- Ability to relate to individuals and groups in an empathic and non-judgmental manner
- Shelter, hotline, case management, and court advocacy experience highly desirable
- Ability to multi-task in crisis setting
- Must work collaboratively with multidisciplinary team
- Ability to problem solve, be resourceful, use sound judgment, and possess good decision-making skills
- Must be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, and adaptable
- Ability to work with diverse cultures, communities, and professional groups
- Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
- Must have a valid California driver's license, an automobile that may be used during work hours, and maintain adequate auto insurance
- Must undergo fingerprinting, TB testing, and drug testing, as required

**How to Apply:**

Qualified applicants may submit a resume and cover letter by fax or email to: (818)712-8489 or [jobs@havenhills.org](mailto:jobs@havenhills.org).

Absolutely no phone calls please.

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 ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless such accommodation creates an undue hardship on Haven Hills.