



**HAVEN HILLS, INC.
JOB DESCRIPTION**

POSITION TITLE: Outreach Domestic Violence Case Manager (OCM)

HOURS: Full-Time (40 hours per week. At least 1 evening shift required)

SALARY: To be determined

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Outreach Program Manager (OCM) and the clinical supervision of the Clinical Director, the OCM provides comprehensive case management services to individuals who have experienced domestic violence, managing a case load of up to 30 individuals. The OCM will assist clients with emotional trauma, case management, and other supportive services as necessary. The OCM also works collaboratively with other domestic violence, sexual assault, victims service and collaborative agencies to ensure seamless response to survivors' needs; and contributes to internal outreach, training efforts, and other program initiatives as required.

Client Support

- Provide comprehensive case management, counseling, advocacy, and supportive services for Outreach clients, including, but not limited to the following:
 - Conduct comprehensive assessments and intakes with clients to collect safety, functional, environmental, financial, employment, housing, and educational information, as appropriate, to develop an effective case plan.
 - Collaborate with each client to develop creative goal plans aimed at improving overall well-being and housing stability; perform regular assessment to ensure client is meeting goals as established to improve quality of life and outcomes.
 - Assist survivors to obtain shelter, financial assistance, and other basic needs, as necessary, advocate on behalf of client to secure services and assist client in navigating complex systems.
 - Arrange and facilitate Spanish and English support groups weekly
 - Provide crisis intervention, safety planning, and 1:1 counseling as necessary throughout the duration of client's services.
 - Assist with civil and criminal court advocacy, court support accompaniment, education, and landlord intervention
- Develop relationships and coordinate with community partners to ensure clients are connected to and receive supportive services.
- Learn and understand service delivery under LA County DPSS Domestic Violence Supportive Services – CalWorks Programs; Housing First funding resources and principles; and other victim services.
- Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.

Outreach and Administration

- Conduct domestic violence community outreach and education.
- As assigned, participate in internal and external community trainings and presentations; and attend networking meetings.
- Assist Program Associate with 40-Hour DV training, and other program events as necessary.
- Develop and maintain complete, accurate, and current client files with all required documents and data in agency records and electronic databases to meet contract requirements.
- Maintain accurate and up to date tracking of caseloads and close out charts for inactive clients in a timely manner
- Provide client-based reports as requested.
- Participate in weekly staff meetings and supervision
- Assist with organization and upkeep of Service Center and up to date resources for clients

Assist with other duties as assigned.

MINIMUM QUALIFICATIONS

- Bilingual in Spanish highly desirable
- Bachelor's degree in behavioral science or related field, or three or more years of experience in similar role.
- Case management and conflict resolution experience required.
- Excellent organizational and communication skills, and be able to multi-task in crisis environment
- Ability to speak and write effectively
- Experience in field of domestic violence or an understanding of the dynamics of an abusive relationship and its impact on the individual and society.
- State mandated 40-hour domestic violence advocate training certificate required, or completion within three months of hire.
- Ability to work with diverse populations
- Must undergo fingerprinting/background check, TB testing, and drug testing, as required
- Must provide proof of being "fully vaccinated" per the Los Angeles County Department of Public Health, Urgency Ordinance, County Code- title 2- Administration, Division 4 – Miscellaneous-Chapter 2.212 (COVID-19 vaccinations) that Haven Hills, Inc. is operating under.
- Must have a valid California driver's license, insurance, and an automobile that may be used during working hours.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- At times may be required to lift up to 10 pounds.
- May be required to use stairs to access second floor of facility.

- Required to express or exchange ideas by means of spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Driving may be required

Equal Opportunity Employer: Haven Hills, Inc. is an equal opportunity employer and does not discriminate based on age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), sexual orientation, or any protected class as defined by California and federal law.”

American with Disabilities Act/Fair Employment and Housing Act Compliance Information: To comply with the Americans with Disabilities Act, the Fair Employment and Housing 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 accommodations create an undue hardship on Haven Hills.

At-Will: This position is at-will, meaning that you or the employer may terminate at any time.