

# HAVEN HILLS, INC.

## POSITION DESCRIPTION

**Position Title:** Residential Case Manager II (Night)

**Hours:** Full-Time / Non-Exempt (40 hours/week) – Monday to Friday (12:30am-8:30am)

**Salary:** DOE

### **Position Summary:**

Under the direct supervision of the Residential Program Manager and the clinical supervision of the Clinical Director, provides on-site supervision of shelter and crisis line operations, reviews data entry and management of agency's client service database for residential programs.

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

1. Responsible for compiling and drafting various program reports, including but not limited to monthly program statistics, quarterly dashboards, and funder reports
  - a. Coordinate collection, tally, and reporting of quarterly program surveys
  - b. Assist with internal audits of client files
  - c. Compile monthly invoices for funder billing
  - d. Compile and code monthly receipts for credit card charges
  - e. Other special projects as assigned
2. Ensure appropriate documentation of services and activities in client files
  - a. Assist in preparing reports to funders, including but not limited to HCID, Presley, Cal-Works, and Cal-OES reports
  - b. Assist with inputting client information into Cap60 data base
  - c. Assist with inputting client information into Bitfocus data base
  - d. Assist with updating Haven Two Program Manual
  - e. Participate in program evaluation activities
3. Provide backup coverage to ensure 24/7 coverage of emergency shelter crisis line
  - a) Conduct Haven Two shelter intakes by arranging for the safe arrival of clients, ensuring welcome packets are ready, and completing intake documents
  - b) Provide crisis counseling and crisis intervention to transitional shelter residents
  - c) Provide case management, advocacy, and counseling services to transitional shelter residents as needed
  - d) Recommend interventions and/or referrals as appropriate, based on client needs
  - e) Provide general oversight and supervision of all transitional shelter activities during the night shift
  - f) Assist with organizing transitional housing supplies such as food& food expiration, toiletries, and donations
  - a) Each day read case notes, teams app, communication logbook, and complete CAP60 and file notes on interactions with all clients to ensure the flow of information to other staff
4. Meetings and Trainings
  - a. Participate in all supervision and staff meetings
  - b. Attend staff trainings offered by the agency and other agencies as assigned
  - c. Assist with presenting at the 40- Domestic Violence training offered through the agency
5. Other related duties, as assigned by Residential Program Manager and Clinical Director

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### **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 the domestic violence field
2. Experience in field of domestic violence or an understanding of the dynamics of an abusive relationship and its impact on the individual, children, family and society
3. State mandated 40-hour domestic violence advocate training certificate required or completed within 3 months of employment
4. Bi-lingual Spanish preferred
5. Must write clearly and effectively in English
6. Excellent communication, active listening, and conflict resolution skills
7. Data entry and reporting experience preferred
8. Ability to multi-task in crisis setting
9. Ability to relate to individuals and groups in an empathic and non-judgmental manner
10. Must work collaboratively with multidisciplinary team
11. Ability to problem solve, be resourceful, use sound judgment, and possess good decision-making skills
12. Ability to work with diverse cultures, communities, and professional groups
13. Must be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, and adaptable
14. Comfortable working independently with a highly stressed population
15. Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
16. Ability to enter information accurately and timely into a database for required program and government reports
17. Must have a valid California driver's license, an automobile that may be used during work hours, and maintain adequate auto insurance
18. Must undergo fingerprinting, TB testing, and drug testing, as required
19. 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.

### **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 exchanging ideas by means of the 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

### **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.

**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

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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.”

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