

**HAVEN HILLS, INC.**  
**POSITION DESCRIPTION**

**Position:** Housing Program Associate

**Hours:** Full-Time / Non-Exempt (40 hours/week)

**Reports to:** Outreach Program Manager

**Annual Salary Range:** \$45,000 - \$50,000

**RESPONSIBILITIES AND DUTIES:** Under the direct supervision of the Housing Program Supervisor, the Housing Program Associate is responsible for providing administrative support to the Housing Program, including two case managers and a supervisor. The Housing Program Associate works collaboratively with multiple departments to ensure seamless distribution of funds to survivors and vendors; coordinates, acquires, and files required documents; supports data entry efforts; provides client customer service, and provides other administrative support to the Housing Program as assigned. **This is an entry-level position.**

**PRIMARY RESPONSIBILITIES**

- Adhere to internal procedures to process client financial distributions
- Assist with data entry in agency records and electronic databases to meet contract requirements.
- Track and update staff of financial assistance and gift card disbursements
- Assist staff with collecting and filing complete and accurate program and client documents.
- Deliver checks and other items to vendors or clients directly
- Screen initial clients and schedule appointments for case managers and assist with scheduling other program related meetings and trainings.
- Provide reports as requested.
- Support staff with preparing for presentations, tabling, or other events
- Participate in weekly staff meetings.
- Assist with organization and upkeep of the Service Center
- Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.
- Serve as “back-up” for Outreach Program Associate and support or work on projects collaboratively.

**Assist with other duties as assigned.**

**MINIMUM QUALIFICATIONS**

- **Bilingual in Spanish preferred**
- Associate or bachelor’s degree in Business Administration or behavioral science or related field, or one year or more years of experience in similar role.
- Excellent organizational and communication skills, and be able to multi-task in crisis environment
- Ability to speak and write effectively
- 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

- 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
- 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.

**Haven Hills offers a comprehensive benefits package to its full-time employees working 40 hours or more per week. Employees meeting the full-time eligibility requirement may participate in the following:**

<ul style="list-style-type: none"> <li>• Medical Coverage – Partially sponsored by Employer <ul style="list-style-type: none"> <li>○ Blue Shield of California</li> <li>○ Kaiser Permanente</li> <li>○ United Healthcare</li> </ul> </li> <li>• Dental and Vision – Partially sponsored by Employer <ul style="list-style-type: none"> <li>○ United Healthcare Dental</li> <li>○ Vision Service Plan (VSP)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Group Life and Accidental Death &amp; Dismemberment (AD&amp;D) – Fully sponsored by Employer</li> <li>• Voluntary Group Life and Accidental Death &amp; Dismemberment (AD&amp;D) and Short/Long-Term Disability Insurance options available</li> <li>• 401(k) Retirement Plan with employer match</li> </ul>
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<ul style="list-style-type: none"><li>• Health Care Flexible Spending Account Plan (Health Care FSA) available</li></ul>	<ul style="list-style-type: none"><li>• OTHER: Workplace Perks Benefits (discount program) and Flexible Work Schedule.</li></ul>
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