

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position: Residential Case Manager II (Night)

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

Reports to: Supportive Services Supervisor II

Annual Salary Range: \$21.63 - \$24.00 per hour

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Supportive Services Supervisor II and the clinical supervision of the Clinical Director, provides on-site supervision of shelter and crisis line operations; assist with data entry, documentation, and reporting; and assist with client file auditing.

PRIMARY RESPONSIBILITIES

1. Assist with data entry, auditing, client file management, reporting, and other program support.
 - a. Assist with weekly database audits to ensure data quality
 - b. Perform data entry as necessary into funder and internal databases.
 - c. Support with the maintenance of complete and accurate client files, ensuring they include all required documents, and follow-up with staff accordingly.
 - d. Coordinate collection, tally, and reporting of quarterly program surveys
 - e. Assist with internal audits of client files
 - f. Compile monthly invoices for funder billing
 - g. Other special projects as assigned

2. As necessary, support the Crisis Line to ensure 24/7 coverage.
 - a. Conduct residential 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 residents as needed
 - c. Provide case management, advocacy, and counseling services to residents as needed
 - d. Recommend interventions and/or referrals as appropriate, based on client needs
 - e. Provide general oversight and supervision of shelter activities during the nightshift
 - f. Document information and services of each client served and maintain appropriate supporting documents.
 - g. Assist with organizing supplies such as food, toiletries, and donations; and maintain inventory.
 - h. Using internal processes, ensure constant communication between staff and shifts to ensure the team is informed of shelter and client activities.
 - i. Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.

3. Meetings and Trainings
 - a. Participate in all supervision and staff meetings
 - b. Attend staff trainings offered by the agency and other agencies as assigned

Other related duties, as assigned

MINIMUM QUALIFICATIONS

- **Bilingual in Spanish preferred**
- 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
- Data entry and reporting experience preferred
- 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 be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, adaptable, and able to work independently.
- Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
- Ability to learn and enter information accurately into various databases.
- 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.

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