

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

**Position:** Residential Case Manager Weekend - Night

**Hours:** Part-Time / Non-Exempt (16 hours/week; Saturday and Sunday (4:30pm-12:30am))

**Reports to:** Supportive Services Supervisor II

**Annual Salary Range:** \$21.63 - \$25.00 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 for two eight-hour shifts, each weekend.

**PRIMARY RESPONSIBILITIES**

- 1) Support the Crisis Line to ensure 24/7 coverage by providing hotline counseling, information and recommend interventions and/or referrals as appropriate, based on client needs.
- 2) Facilitate shelter intakes and documentation, client transportation, and distribute "welcome packets".
- 3) Provide crisis counseling and crisis intervention to onsite residents, as needed.
- 4) Provide case management, advocacy, and counseling services to residents, as needed.
- 5) Recommend interventions and/or referrals as appropriate, based on client needs.
- 6) Document information and services of each client served and maintain appropriate supporting documents.
- 7) Provide general oversight and supervision of shelter activities, during assigned shift.
- 8) Using internal processes, ensure constant communication between staff and shifts to ensure the team is informed of shelter and client activities.
- 9) Assist with organizing supplies such as food, toiletries, and donations; and maintain inventory.
- 10) Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.
- 11) Assist with data entry and reporting, as requested.
- 12) Participate in supervision, staff meetings, and trainings as requested.

Other related duties, as assigned.

**MINIMUM QUALIFICATIONS**

- **Bilingual in Spanish required.**
- Bachelor's degree in behavioral science or related field, **or** two 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.
- 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 -

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.

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.