

HAVEN HILLS, INC.
JOB DESCRIPTION

POSITION TITLE: Career Services Case Manager

HOURS: Full-Time (40 hours per week)

REPORT TO: Housing Program Supervisor

LOCATION: Onsite, travel required within LA County

SALARY: \$45,000 - \$55,000

BENEFITS: Medical, Dental and Vision, 401(k), Paid holidays, sick, and vacation benefits+

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Housing Program Supervisor and the clinical supervision of the Clinical Manager, the Career Services Case Manager is co-located at Haven Hills and a WorkSource Center within the San Fernando Valley. The Career Services Case Manager assists survivors of domestic violence with WorkSource Center navigation services, career counseling, job search, and ultimately job placement and retention for up to 30 clients. The Career Services Case Manager serves as a liaison between clients, Haven Hills, and the WorkSource Center; and facilitates training and meetings to ensure participants receive comprehensive services across both agencies.

- Provide career services case management, 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 an employment plan, identify training and education needs, and assist with employment search.
 - Assist in linking participants to appropriate community resources and programs.
 - Perform regular assessments to ensure clients are meeting goals established goals.
- Develop and facilitate two trainings to WorkSource center staff outlining this program and updating stakeholders on program performance.
- Develop and coordinate relationships with community partners, and collaborate with education, business, and labor partners.
- Learn and understand Haven Hills and WorkSource Center's programs, policies, and procedures that impact client care, including confidentiality, available services, and eligibility requirements.
- Work with Haven Hill's Division of Adult and Career Education (DACE) Central Office Personnel to assure compliance with state and federal guidelines, and to ensure that DACE performance objectives are met.
- Work with the WorkSource Center's staff to ensure clients are enrolled in CalJOBS and confidentiality is maintained.
- 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.
- As assigned, participate in internal and external community trainings and presentations; and attend networking meetings.
- 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, supervision, and case management meetings.

- Assist with other duties as assigned.

MINIMUM QUALIFICATIONS

- **Bilingual in Spanish required.**
- 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 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.
- Haven Hills, Inc. requires its employees to be vaccinated against COVID-19, subject to certain exceptions as required by law. All employees are also required to adhere to additional masking and social distancing requirements.
- 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.

To apply: please email resume and cover letter to Maria Barahona at mbarahona@havenhills.org