

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

**Position:** Housing Case Manager I

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

**Reports to:** Outreach Program Manager

**Annual Salary Range:** \$48,000 - \$55,000

**RESPONSIBILITIES AND DUTIES:** Under the direct supervision of the Housing Program Supervisor and clinical supervision of the Clinical Director, the Housing Case Manager I works collaboratively with the DV Case Manager to provide comprehensive housing-related case management services to individuals who have experienced domestic violence, managing a case load of up to 30 individuals. The Housing Case Manager will primarily support clients enrolled in Haven Hill's residential based shelters, as they navigate the housing process, including, but not limited to, housing location, landlord advocacy, rental application process, move-in support, budgeting, and other supportive services as necessary. The Housing Case Manager works collaboratively with other service provider agencies to ensure seamless response to survivors' needs; and contributes to internal outreach, training efforts, and other program initiatives as required. A successful candidate will have knowledge or is willing to learn about available housing subsidies, homeless services/funding policies, and processes.

- Provide housing-related case management for clients, 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 and DV Case Manager to develop creative goal plans aimed at improving overall well-being, self-sufficiency, and housing stability; perform regular assessment to ensure client is meeting goals as established to improve quality of life and outcomes.
  - Assist clients in their search for housing, completing rental applications, completing supportive and subsidized housing paperwork, interpreting leases, and understanding tenant rights and responsibilities.
  - Assist survivors to obtain financial assistance, and other basic needs as necessary, advocate on behalf of client to secure services and assist client in navigating complex systems.
  - As necessary facilitate orientation of new neighborhoods, including but not limited to walking clients through units and neighborhoods, and connecting clients to local supportive services.
  - Assist with social service advocacy, education, employment, and landlord intervention
- Survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Develop relationships with landlords and coordinate with community partners to ensure clients are connected to and receive supportive services.
- Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.
- Stay abreast of Housing Resources and various subsidies.

**Outreach and Administration**

- As assigned, participate in internal and external community trainings and presentations; and attend networking meetings.
- 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.
- 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 and supervision
- Assist with organization and upkeep of Service Center and up to date resources for clients

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 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 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
- 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:**

- Medical Coverage – Partially sponsored by Employer
  - Blue Shield of California
  - Kaiser Permanente
  - United Healthcare
  
- Dental and Vision – Partially sponsored by Employer
  - United Healthcare Dental
  - Vision Service Plan (VSP)
  
- Health Care Flexible Spending Account Plan (Health Care FSA) available
  
- 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), Flexible Work Schedule, Paid Holiday Benefits (11 observed holidays per year), Paid Sick Time and Vacation Benefits.