

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position: Residential Case Manager

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

Tuesday – Friday 12:00PM – 8:00PM | Saturday 9:00AM-5:00PM

Reports to: Clinical Sr. Manager

Annual Salary Range: \$21.63 - \$25.00 per hour

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Clinical Sr. Manager, the Residential Case Manager (RCM) provides comprehensive case management services to individuals who have experienced domestic violence, managing a case load of up to 30 individuals. The RCM will assist clients with emotional trauma, case management, and other supportive services as necessary. The RCM and client will work together to establish a self-sufficiency plan including but not limited to goals, vocational, employment, and permanent housing. The RCM also works collaboratively with other domestic violence, sexual assault, victims service and collaborative agencies to ensure seamless response to survivors' needs; and contributes to other program initiatives as required.

PRIMARY RESPONSIBILITIES

Client Support

- Provide comprehensive case management, counseling, advocacy, and supportive services for Transitional Housing 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 to develop a self-sufficiency plan aimed at improving overall well-being and assist client to establish goals, including but not limited to vocational, employment, and permanent housing.
 - Perform regular assessment to ensure client is meeting goals as established to improve quality of life and outcomes.
 - Assist survivors with information and referrals for affordable housing, financial assistance and other basic needs, and as necessary, advocate on behalf of client to secure services and assist client in navigating complex systems.
 - Assist client with securing local childcare and/or school enrollment.
 - Provide crisis intervention, safety planning, and 1:1 counseling as necessary throughout the duration of client's services.
 - Assist with civil and criminal court advocacy, court support accompaniment, education, and landlord intervention, as necessary.
- Develop relationships 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.

Program Support and Administration

- Arrange and facilitate support groups or other life-skills topics in a group setting for clients.
- Assist with coordination of community gatherings and special client-based events.
- Participate in training or presentations, as requested.
- Provide “Back-up” support for the Crisis Hotline to ensure 24/7 coverage, as requested.
- 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; and attend internal and external training as requested.

Other related duties, as assigned.

MINIMUM QUALIFICATIONS

- **Bilingual in Spanish preferred**
- Bachelor’s degree in behavioral science or related field.
- Case management and conflict resolution experience preferred.
- 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 the 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.
- 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.

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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