

# HAVEN HOUSE

## CASE MANAGER

### JOB DESCRIPTION

Full-time or Part-time up to 40 hrs. per week  
Night and Weekend Shifts

**Position status:** Hourly, non-exempt. Reports to Shelter Program Manager

**Summary:** Provide, coordinate, and document direct client services aimed at helping clients gain immediate safety as well as knowledge, skills, and resources to help them succeed in safe, healthy lives. Case managers work primarily with clients who stay in shelter (though a case manager may be assigned specifically to work with clients outside of shelter), and case management typically does not include legal advocacy.

**Specific job duties and responsibilities:** Following agency protocol as detailed in Haven House's written policies and procedures and specified by funding sources:

- Work specific shift hours as assigned at the shelter
- Respond to crisis calls and conduct phone intakes and in-shelter intakes. Providing person-to-person consultation on the crisis situation including safety planning
- Conduct client service assessments and work with each client to draft a service plan to include goals appropriate to client's needs and wishes and individualized safety plans
- Meet regularly with clients to achieve their individual goals, as described in their service plans. (Goals may relate to health, education, housing, employment, finances, legal, parenting, or personal needs.)
- On an as needed basis respond to client needs, questions and concerns; provide active listening and support
- Refer/introduce clients to, and advocate on their behalf with, agencies and organizations that provide services Haven House does not provide directly, such as housing assistance, job training, therapeutic preschool, and/or health care
- As required by funding sources and as directed by Haven House management, accurately document client information, interactions, and services for individual client files
- Throughout each work shift, monitor facility security including attention to gates, doors, visitor access to facility, and visitor and client sign-in and sign-out
- Other duties as assigned. (Many Haven House staff members are cross-trained to do tasks other than strictly case management and some may be assigned other duties as appropriate for individual skills and interests or to meet the needs of our clients and our organization.)

#### **Minimum Staff Requirements and Qualifications:**

1. Ability to work effectively in a multi-task, crisis-oriented environment
2. Ability to perform work activities requiring effective listening, negotiating, instruction and/or speaking with others
3. Ability to relate to coworkers, peers, residents and others in a positive and professional manner
4. Ability to communicate effectively verbally and in writing
5. Training in conducting interviews and writing assessments
6. Must have training regarding cultural awareness relevant to populations being served
7. Satisfactory clearance of criminal background check. TB test with negative outcome
8. Current certification in CPR and First Aid

High School Diploma/GED and provider-specific crisis intervention training. Must be 18 years of age or older. An initial 40-hour DV specific training through the two CYFD approved training entities and/or Victim Advocacy Training (VAT) as approved by VOCA. Twenty (20) hours minimum of ongoing training per year related to target population, crisis management, crisis intervention policies and procedures, and community resources is required. Individuals answering telephones must be trained to screen for domestic violence. Current Valid NM Driver's License.

***Please send resume and letter of interest  
by email to [roberta@havenhouseinc.org](mailto:roberta@havenhouseinc.org)***