



TRI-VALLEY HAVEN

3663 Pacific Avenue
P.O. Box 2190
Livermore, CA 94550

Administration

Tel: (925) 449-5845
Fax: (925) 449-2684

Hotline

(925) 449-5842
(800) 884-8119

Email: mail@trivalleyhaven.org
Web Site: www.trivalleyhaven.org

CASE MANAGER

(Domestic Violence at Transitional House)
Full Time Non-Exempt

Hiring Range: \$21.90 - \$26.76 per hour

(5% pay differential for fluent Spanish, Cantonese, Mandarin, Hindi, or Tagalog bilingual language skills)

General Responsibilities: Directly responsible to the Transitional Housing Coordinator, the Case Manager is responsible for assisting clients to create and grow a steady source of income; this may include working to address client's records; job training, placement and salary increase; helping clients to obtain public benefits and community resources in a sensitive, non-judgmental, informative and effective manner to domestic violence and sexual assault survivors and their children who are clients of Tri-Valley Haven. This position also works with DVHF Housing Specialist to recruit friendly property owners, accesses emergency motel lodging, obtain new housing sources, assesses and assist clients to identify sustainable housing options and complete housing applications. Conducts quarterly and bi-annual follow-ups with clients who are no longer in transitional housing.

General Requirements: Bachelor's level of conceptualized thinking with experience. Two year minimum experience with computers, one year in a non-profit setting; knack for detail work; experience working alone. Ability to work independently, manage time and tasks effectively. Knowledge of mental health services in Alameda County. Knowledge of homelessness and violence toward women and children. Completion of Agency Training within 6 months of employment (if not before).

AREAS OF RESPONSIBILITY

1. COACHING

- A. Implement job readiness and life skills groups at the transitional house and provide advocacy for clients, develop job readiness service and post-employment intervention
- B. Develop a list of sensitive employers who offer job opportunities for Tri-Valley Haven clients.
- C. Develop long term safety planning with participants provided within the context of job readiness, placement and post-employment intervention.
- D. Report to and keep the Director of Domestic Violence Services current on client and program progress
- E. Responsible to network with the necessary Alameda County Offices to promote and provide services to clients.
- F. Attend collaborative meetings, compile accurate statistics and other agency documents in a timely manner and prepare monthly report for supervisor.

"Creating homes safe from abuse."

II. HOUSING

- A. Work with Transitional Housing clients to obtain safe housing.
- B. Plan for safe housing. Work with affordable housing coordinators at other programs to find and help clients obtain housing. Maintain certification as a referral source to new housing developments.
- G. Assist families by informing them of potential housing opportunities.
- H. Maintain up-to-date client family information and services records on a computerized data base and generate reports for funding sources, monitoring and evaluation purposes. Protect client information.
- I. Share client information with staff at other programs serving common clients, on a limited, structured confidential basis and with prior client approval, to facilitate the client's housing search.
- J. Work with clients as needed until they are successfully placed in safe housing. Afterwards by request.
- K. Comply with all laws, including elder abuse reporting, CPS reporting, 5150 laws and suicide assessment.
- P. Record all client interactions and record in daily log regularly to keep information up-to-date.
- Q. Develop and maintain a resource list of willing property owners who are sensitive to our clients

II. DIRECT SERVICE - Provide direct services in a sensitive, non-judgmental, informative, and effective manner, including:

- A. Complete agency 70-hour DV/SA training as soon as possible if this training has not already been obtained.
- B. Handles crisis line calls.
- C. Screens and interviews potential residents and, when appropriate, processes intakes.
- D. Provides counseling, advocacy, information and referral, and crisis intervention for clients.
- E. Enforces house rules.
- F. Serves as back-up for crisis line volunteers and the shelter on a rotating basis, and assumes call-forwarding of hotline as needed.
- G. Records all client interactions and writes in daily log regularly to keep information up-to-date.

III. GENERAL TASKS - Performs general tasks as needed and represents Tri-Valley Haven in a professional manner. Tasks include, but are not limited to:

- A. Attend meetings as needed.
- B. Participate in community fund raising and special events as required.
- C. Makes community education outreach presentations as needed.
- D. Must have a valid California driver license and an insured automobile that employee will use as necessary for agency related business, including transportation of clients.
- E. Must maintain a good Motor Vehicle Record (MVR) in order to be able to drive for the agency.

IV. OTHER TASKS AS ASSIGNED BY THE LEAD CASE MANAGER, DIRECTOR OF DOMESTIC VIOLENCE SERVICES, AND/OR THE EXECUTIVE DIRECTOR WITHIN THE SCOPE OF TRI-VALLEY HAVEN'S MISSION.

V. ADA ESSENTIAL TASKS

- | | |
|--|-----------------------------------|
| A. Working alone | J. Operation of motor vehicle |
| B. Working in high stress situations | K. Good distance vision |
| C. Working in emergency situations | L. Ability to speak clearly |
| D. Working off-shift/rotating schedule | M. Ability to discriminate speech |
| E. Good reading vision | N. Reasoning and thinking skills |
| F. Sitting | O. Ability to problem solve |
| G. Good communication skills | P. Typing or keyboarding skills |
| H. Specific knowledge or education | Q. Lifting 10 to 20 pounds |
| I. Learning ability | R. Carrying 10 to 20 pounds |
| | S. Gloves or hand protection |

Tri-Valley Haven is an Equal Opportunity Employer, committed to excellence through diversity.