

## Clinical Case Coordinator

Full-time & Benefits eligible



Shifts available:

1. Sunday – Thursday 11:30a-8:00p Bilingual Preferred
2. Sunday – Thursday 3:00p-11:30p Bilingual Preferred
3. Tuesday – Saturday 9:00a-5:30p Bilingual **Required**
4. Tuesday – Saturday 11:30a – 8:00p Bilingual Preferred

*Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).*

*These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.*

*We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.*

**We're committed to making our community a safer place for everyone. Join us!**

In this position you will:

- Provide compassionate support to all individuals being served in the Emergency Shelter Program using an approach that prioritizes understanding their lived experiences and identities
- Develop a network of resources throughout the community to enhance the ability to be a liaison for clients

### **ESSENTIAL DUTIES**

#### **Individual Support**

- Build an understanding of each program participant's lived experience and identities, needs, history, strengths and pain in a holistic assessment process
- Develop a plan of action or case plan in preparation for life after shelter, as well as a support plan and needs while living in a communal environment, that prioritizes their lived experience
- Update and monitor progress toward goals for each program participant in an assigned caseload
- Provide safety planning, emotional support and education about domestic abuse to all program participants as a primary focus
- Meet with participants a minimum of two sessions weekly and complete daily check-ins to ensure wellbeing and access to all basic needs
- Responsible for ensuring participants successfully navigate the social services system in order to get the services they are requesting and helping remove any barriers
- Assess potential crisis situations and take appropriate preventive action that prioritizes the humanity of program participants
- React logically and in a timely manner in crisis situations always ensuring that a trauma-informed approach is applied
- Responsible for implementing all programmatic and agency protocols as directed

## **Communal Living Support**

- Utilize a holistic model/approach to supporting participants in the kitchen environment, maintenance of a clean and healthy personal living space (participant rooms), and use of communal living spaces while being mindful of possible triggers related to trauma and abuse, as well as cultural backgrounds and lived experiences
- Focus on developing participants' self-esteem and confidence, utilizing a strengths perspective in assisting participants in navigating life at shelter
- Provide domestic abuse education as appropriate with participants in relation to experiences in a communal living environment, shared living spaces and in the kitchen and/or around food in partnership with the Life Skills/Nutrition Shelter Community Liaison
- Facilitate peace circles to ensure productive management of conflict between and among participants
- Provide support to participants to ensure successful implementation of Plans for Success in the shelter environment
- Focus on building community among shelter participants by actively assisting and engaging participants in the shelter environment through the provision of support in accessing the computer, food activities, shelter community "contributions", and other daily program activities
- Perform health and safety check rounds periodically throughout shift and monitors all areas of the facility for upkeep, supplies, IT/technology and maintenance needs and informs appropriate employees of needs in these areas.

## **Other Essential Duties**

- Respond appropriately to callers on the crisis hotline when calls roll over to shelter
- Manage and document emergency situations and notify appropriate employees
- Complete all documentation thoroughly, accurately, and in a timely manner
- Maintain confidentiality of shelter sites and participant information
- Adhere to agency policies and procedures and all City, County, State and Federal regulations
- Attend all meetings and trainings as required

## **QUALIFICATIONS**

**Any combination of at least 3 years (5 years preferred) of work, professional or life experience (personal), in the following areas:**

**Note:** *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.*

- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Knowledge of the impact of trauma and lived experiences and the interface with how program participants request and receive support in a non-profit setting
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention

- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Excellent written and oral communication
- Knowledge of group facilitation and dynamics
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars
- Bilingual (English/Spanish) preferred/**required** based on shift

#### **OTHER REQUIREMENTS**

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance  
(No action is needed to acquire fingerprint clearance or CPR/1<sup>st</sup> Aid prior to possible employment and Emerge will cover expenses upon employment.)

#### **PHYSICAL DEMANDS**

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to fifty pounds

Emerge is an equal opportunity employer