

Director of Emergency Services
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred



Position Schedule: Monday through Friday 8:30 pm to 5:00 pm *

*Flexibility is needed to work outside of this schedule to assist with time sensitive matters and ensuring employees working on weekends receive adequate supervision.

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!

This position oversees and directs all domestic abuse programming for Hotline and Emergency Shelter programs at Emerge. Responsible for values-based employee development, performance and service delivery with a focus on how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence. Ensures compliance with all regulatory, legal and funding requirements.

ESSENTIAL DUTIES

- Supports all employees with integration of agency values and Collective Commitments.
- Supervises leadership positions and staff to ensure the quality implementation of service delivery and programmatic practices with a focus on an approach that prioritizes the impact of trauma with other lived identities and experiences with oppression
- Ensures programs and program models are implemented to achieve maximum effectiveness for each participant and for each family when possible. Ensures that all program activities within Emergency Services operate consistently system-wide with a specific focus on eliminating racial disparities and the perpetuation of anti-blackness.
- Performs, and oversees, various administrative and programmatic functions related to the operations of the emergency shelter services including data collection, documentation and compliance with all funding requirements
- Oversees implementation of protocols and procedures for relevant domestic abuse programming in collaboration with the Vice President of Programs and Vice President of Organizational Development with an emphasis on ensuring that program participants have the highest quality engagement from direct service employees
- Supervises and directs program managers to ensure uniform interpretation and application of agency policies and program protocols and procedures

- Develops and facilitates trainings for new employees, interns and direct service volunteers, as well as ongoing in-service trainings, in conjunction with the Vice President of Programs, Vice President of Organizational Development and Staff Trainer
- Educates, trains and coaches direct service employees to ensure they are equipped to be effective domestic abuse professionals and engage in values-based performance
- Oversees response to risk management issues in the emergency shelter, hotel and hotline in accordance with the Emerge! Incident Report and Notification Policy, in collaboration with the Vice President of Programs as appropriate
- Communicates significant risk issues to the Vice President of Programs, Executive Vice President and CEO
- Addresses program participant complaints and facilitates use of the Client Grievance procedure
- Manages direct service program budgets and maintains expenditures within budget parameters
- Works in close partnership with other members of the Operations Team to address agency-wide opportunities and challenges, and ensure consistency of policies and practices across the agency
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Participates in interviewing direct service position candidates, interns and volunteers
- Ensures all information (narrative and/or data) for reports is submitted in a timely manner
- Appropriately maintains accurate information in the client services database
- Represents the agency on committees, at meetings and events as appropriate
- Adheres to agency policies and procedures and all City, County, State and Federal rules and regulations

QUALIFICATIONS

Any combination of at least 4 years (6 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 in program oversight and staff supervision in a non-profit setting
- Experience designing staff development goals and training
- Experience supervising staff in the delivery of services related to gender based violence
- 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
- 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 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 and calendars

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

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 twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer