

Bilingual Case Coordinators-Court Support (Adult Probation)

Bilingual (English/Spanish) **Required**

Monday – Friday 8:30a-5:00p

Due to the pandemic, and for the health and safety of our employees and participants; Emerge temporarily relocated some of its employees to working remotely. Remote status is based upon position and program needs. For direct service positions, training will remain on site and in person. We anticipate returning our employees to in-person work when it's safe to do so. Initially, some positions (but not all) may work remotely but will transfer to working on site when our agency is able to return to in-person services.

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:

- Support participants from a trauma informed care approach with developing a safety plan, action plan and support system.
- Work primarily with survivors/victims at court who are seeking an Order of Protection to ensure that they have access to immediate information, safety, and planning as well as the opportunity to connect to services via Emerge.
- Provide services to program participants who have partners on probation with Pima County Adult Probation Domestic Violence Unit, who have partners attending domestic violence classes in batterer intervention programs and who have partners attending classes with the Men's Education Program at Emerge.
- Work with female probationers who have identified a history of domestic violence and who may or may not be on probation for a domestic violence offense.

ESSENTIAL DUTIES

- Meet with survivors at court who are requesting an Order of Protection to ensure that they have detailed information, support, safety planning information, as well as linkage to ongoing services via Emerge
- Accompany participants to court for criminal or civil proceedings in order to provide support and advocacy
- Facilitate bi-monthly Domestic Violence Orientation for persons on probation who are female identified and who have been convicted of a domestic violence offense
- Provide follow up calls and support to survivors who have partners on probation and who are engaged in domestic violence classes and in the Men's Education Program

- Works primarily with survivors whose partners are on probation through Pima County Adult Probation, who have partners attending domestic violence classes in batterer intervention programs and who have partners attending classes with the Men's Education Program at Emerge to help them develop a safety plan and a written goal plan which identifies their needs and action plans for areas such as employment, housing, financial, legal, child rearing, education and self-care
- May also work with survivors who are on probation for a range of offenses
- Maintain regular communication with Adult Probation employees surrounding participant needs
- Assist survivors in preparing for court (i.e. preparing for and managing triggers, understanding court proceedings, explaining appropriate behaviors expected in court; discussing courtroom etiquette)
- Help prepare the participant for all possible outcomes and setbacks in the criminal and civil court proceedings
- Assist the participants in navigating their way through the social and legal systems, in order to get the services they are requesting and help remove any barriers in their way via advocating for them (i.e. making phone calls to other social service agencies and case managers; accompanying participants to other appointments to assist them in attaining their goals)
- Attend and participate in bi-monthly staff meetings with Adult Probation employees to provide information on domestic violence, risk assessments, and other non-confidential information to facilitate a better understanding of the impact of domestic violence
- Build an understanding of each program participant's lived experience and identities, needs, history, strengths and pain in a holistic assessment process
- Develops, implements and monitors case plans with all clients that prioritizes their lived experiences
- Meets weekly with clients to ensure wellbeing and access to all basic needs and to help them achieve their desired outcomes
- 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
- 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
- Maintain month end reports, statistics, and participant files in accordance with legal and licensing requirements, completing all documentation in a timely manner
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Appropriately maintains accurate information in client services database entered in a timely manner
- Attends all trainings and meetings as required

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

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 3 years 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
- One year of experience delivering lay legal services and/or assisting participants with navigating legal systems and community resources
- 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

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 5 of lived/life experience (personal), work, or professional experience in the following areas:

- Experience in the social service field and/or in the area of domestic violence
- Knowledge of Adult Probation
- Bilingual (English/Spanish)

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 participants 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

Emerge is an equal opportunity employer