

Case Coordinators-Housing Services (Renewal)

Two positions available



1. **Monday - Friday 8:30 am-5:00 pm*** Bilingual **Required**

2. **Monday – Friday 8:30am-5:00pm*** Bilingual Preferred

*Work times may vary based on participant needs. This position has a worksite however is primarily based in the community and but may be asked to work at other locations on occasion.

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
- Provide advocacy and support to transitional and permanent housing participants
- Develop a network of resources throughout the community to enhance the ability to be a liaison for participants and provide individual and group advocacy services

ESSENTIAL DUTIES

- Responsible for implementing all programmatic and agency protocols as directed
- Provide support for all Housing Programs, Transitional Housing Programs and Permanent Housing Program
- Interview and screen families for eligibility
- Process and maintain program documentation and records per agency policies and procedures
- Provide case management services in the areas of housing, employment opportunities, budgeting, parenting skills, community integration, childcare, etc
- Provide referral and resource advocacy for participants
- Ensure management of budget and documentation required in all housing related activities
- Conduct support groups with clients
- Comply with HUD, DES and other housing requirements
- Provide community domestic violence education and information to potential landlords
- Represent the agency at tabling events, workshops, demonstrations, public awareness fairs and meetings

- Network with community agencies, assessing available services appropriate to participant needs
- Maintain confidentiality of shelter sites and participants

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 and calendars
- Bilingual (English/Spanish) **required**/preferred 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/1st 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 thirty pounds

Emerge is an equal opportunity employer