

**Bilingual Overnight Crisis Specialist**  
Sunday through Thursday 10:00 pm to 8:00 am\*  
40 hours/week - Full-time & Benefits eligible  
Bilingual (English/Spanish) **Required**



\* Training/shadowing for this position is held primarily during daytime hours and on weekdays (which may differ from shift noted above) for up to a two (2) month period prior to covering the shift noted above. There is also a once a month 2-hour training held on the 4<sup>th</sup> Thursday of each month during daytime hours.

Emerge! Center Against Domestic Abuse provides domestic abuse intervention and prevention services, and is the largest domestic abuse service provider in Southern Arizona.

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

The primary focus of this position is to ensure the efficient daily operations of the emergency shelter while ensuring safety and support for participants. This position also provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate. This position may work at other emergency services sites as requested.

**ESSENTIAL DUTIES**

**Emergency Shelter**

- Monitors and reports the activities of participants in a twenty-four hour facility
- Provides for the security of the facility and safety of the participants, which includes performing periodic security rounds and bed checks, and informs appropriate staff of concerns or needs
- Monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate staff of needs and/or fills needs promptly
- Performs daily routine upkeep of the facility and grounds
- Assists participants in accessing food needs, technology needs and other daily living activity needs
- Assist participants in understanding the communal living guidelines of the program
- Monitors participants self-administration of medications
- 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
- 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
- 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
- Responsible for implementing all programmatic and agency protocols as directed

**Hotline**

- Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conduct assessments to determine immediate needs
- Conduct basic mental health screenings and facilitate immediate intervention
- Facilitate services under the APR AIS program with law enforcement agencies
- Refer to Emerge programs as appropriate and/or other community services
- Manages and documents emergency situations and notifies appropriate employees
- Supervise, train and monitor related volunteers as needed

**Other Essential Duties**

- 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

- Attends all meetings and trainings as required
- Adheres to agency policies and procedures and all City, County, State and Federal regulations

**REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 2 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
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Excellent written and oral communication
- 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 EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 years of lived/life experience (personal), work, or professional experience in the required areas.**

**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 fifty pounds