

**Lay Legal Supervisor**  
**Full-time/Benefits Eligible**  
**Bilingual (English/Spanish) Preferred**

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

\*Flexibility is needed to work outside of this schedule to assist participants and employees.

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!**

This position supervises all staff who are a part of the lay legal team and has the primary focus of ensuring that lay legal services provided to all participants are consistent and in accordance with quality standards and delivered from a consistent, trauma informed and intersectional lens. The Lay Legal Supervisor is responsible for networking with legal providers to ensure access to community legal services.

**ESSENTIAL DUTIES**

- Responsible for programmatic implementation of lay legal services to ensure high quality values-based service delivery at all times.
- Develops protocols, procedures, and training for the lay legal program in collaboration with the Program Manager – Community Based Services
- Oversees, manages and supports Lay Legal Advocates
- Responsible for ensuring programmatic protocols operate as intended and participant needs are met under the direction of the Vice President of Programs and in collaboration with the Program Manager-Community Based Services
- Networks with community agencies providing legal services to ensure available services are appropriate and accessible to participant needs with an emphasis on legal aid and other related resources for victims engaged in the criminal justice system
- Provides presentations/trainings to judges and other court/criminal justice system personnel
- Provides onsite supervision, coaching and guidance to case coordinators and volunteers delivering lay legal services to ensure uniform interpretation and application of agency and contract policies and program protocols and procedures under the direction of the Program Manager – Community Based Services

- Identifies, prepares and facilitates initial and ongoing internal trainings for all new staff and volunteers as needed in collaboration with the Staff Trainer.
- Identifies performance/training issues in the observation of Case Coordinators providing lay legal services and communicate any issues, concerns or trends to the Program Manager – Community Based Services
- Oversees, manages and responds to all risk management issues in accordance with the Emerge Incident Report and Notification Policy in collaboration with the Vice President of Operations and Philanthropy when appropriate
- Maintains a continual pulse on trends and participant legal needs via internal referrals and communicate these trends and common barriers to Program Manager – Community Based Services for system improvement
- Facilitates the tracking of follow up services of participants referred under the Pima County APRAIS Risk Assessment Protocol, Men's Education Program, Adult Probation, and Batterer's Intervention Programs.
- Participates in interviewing direct service position candidates, interns and volunteers
- Manages scheduling of volunteers providing lay legal services
- Responds as needed to emergencies or other time-sensitive lay legal matters after normal business hours
- Addresses participant complaints and facilitates use of the grievance procedure
- Ensures all information (narrative and/or data) for reports is submitted in a timely manner
- Facilitates or co-facilitates lay legal team meetings, participates in Batterer's Intervention Collaboration Meetings or Adult Probation Meetings.
- Facilitates a Women's Domestic Violence Orientation in collaboration with the Vice President of Organizational Development and the Executive Vice President & Chief Strategy Officer
- Provides case staffing support and guidance to case coordinators related to lay legal matters and domestic abuse services
- Maintains 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 rules and regulations
- Appropriately maintains accurate information in the client services database entered in a timely manner
- Attends all trainings and meetings as required

**REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 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.

- 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
- 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

**PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 6 years of lived/life experience (personal), work or professional experience in the required areas**

- 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

**REQUIRED COMPETENCIES**

- Effective time management skills
- Excellent written and oral skills
- Highly organized and able to multi-task
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases
- Ability to travel within service area

**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