

**Emergency Services On-Call**  
Bilingual Preferred  
**Pay Rate: \$20.50/hour (not negotiable)**



**Position Schedule:** This is a very flexible position which does not have a regular schedule. Employees in this position help cover shifts for scheduled and unscheduled absences at our emergency shelter and/or at our hotline location. On-Call employees are expected to work a minimum of one (1) shift per week but may work up to 40 hours in a given week when coverage needs are high.

On-Call employees may know what shifts they will be working with advance notice (up to 2 or 3 weeks). In the event of unexpected absences, On-Call employees may be notified of the need for coverage on the same day as the need.

**PLEASE NOTE: if you are interested in applying for this position, please go to [emergecenter.org/employment](http://emergecenter.org/employment) to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.**

**For consideration for this position, applicants must include a completed On-Call Application Addendum with their Emerge Employment Application. The links below are for an electronic version or hard copy version to suit your needs.**

<http://www.emergecenter.org/wp-content/uploads/2014/07/On-Call-Application-Addendum-2017-Fillable.pdf> (Fillable)

<http://www.emergecenter.org/wp-content/uploads/2014/07/On-Call-Application-Addendum-2017.pdf>  
(Printable version)

*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!**

## **POSITION OVERVIEW**

This position will work at either the emergency shelter or at the hotline office. This position will directly support participants at the emergency shelter; hotline calls may be answered at either location. The focus will be on the provision of crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate via the hotline or in shelter supporting participants with a positive integration to a communal living environment through the provision of support from a trauma informed care approach and ensuring the efficient daily operations of the emergency shelter.

## **RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES**

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy, and dignity for all
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

## **ESSENTIAL DUTIES - Hotline**

- Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conducts assessments to determine caller's immediate needs and connects caller with Emerge services and/or community resources as appropriate
- Conducts basic mental health screenings and facilitates immediate intervention when appropriate
- Facilitates services under the Arizona Intimate Partners Risk Assessment Instrument System (APRAIS) protocol in conjunction with law enforcement agencies including conducting lethality/risk assessments with callers
- Communicates and documents high risk and emergency situations with Clinical team members and Managers for guidance around issues with mandatory reporting needs
- Supports in locating, and helping with access to, other shelters for participants that do not meet the criteria for Emerge shelter or are denied due to capacity, including keeping an active pulse on bed availability and criteria for community shelters along with building relationships at those facilities
- Provides hotline and other support services at the emergency shelter as requested

## **ESSENTIAL DUTIES – Emergency Shelter**

- Provides life skills education, and coaching to participants to support the healthy integration into the communal living environment of shelter
- Supports participants interactions and provides guidance or crisis intervention as needed
- Focuses on building community among shelter participants by actively assisting and engaging participants in the shelter environment through the provision of support in accessing the computer, food activities, contributions, and other daily program activities
- Performs health and safety checks rounds periodically throughout shift and monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate employees of needs

## **ESSENTIAL DUTIES – All Locations**

- Maintains confidentiality of shelter sites and participants
- Reports any equipment or appliance malfunction to Environmental Services promptly
- Responsible for implementing all programmatic and agency protocols as directed
- Maintains appropriate employee/client boundaries
- Appropriately maintains accurate information in client services database entered in a timely manner
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Attends all meetings and trainings as required
- Must have the ability to travel between shelter site and hotline main office

**REQUIRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least **1 year** 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.*

- Knowledge of the dynamics of domestic abuse and/or sexual 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
- 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

**PREFERRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least **2 years** of lived/life experience (personal), work, or professional experience in the required areas, and:

- Bilingual (English/Spanish)
- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- 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

#### **OTHER REQUIREMENTS**

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance (as applicable)

#### **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/quickly
- Provide CPR/First Aid
- Must be able to lift up to fifty pounds

Emerge is an equal opportunity employer

**PLEASE NOTE: if you are interested in applying for this position, please go to [emergecenter.org/employment](http://emergecenter.org/employment) to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.**