



INTAKE CASE COORDINATOR

Full-time/Benefits Eligible

Monday, Thursday, & Friday 9:30A-6P, Tuesday & Wednesday 11:30a-8p

Bilingual Required

Pay Rate: \$21.60/hour (not negotiable)

PLEASE NOTE: if you are interested in applying for this position, please go to 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.

Emergence 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 role is the lead Case Coordinator supporting participants assigned to the wait list for individual services and works closely with the CBS Program Manager to ensure that participant needs are met and to facilitate ongoing communication about participants who are waiting for individual services. The Intake Case Coordinator will utilize an approach rooted in trauma informed care and that prioritizes understanding their lived experiences and identities.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintain confidentiality and trust for all employees, participants and visitors
- Consistently display culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seek win/win solutions, value interdependence, share a common sense of responsibility for the whole
- Act in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrate a positive and respectful personal appearance.
- Contribute to a clean and orderly facility appearance
- Demonstrate respect, courtesy and dignity for all
- Respond in a timely manner in all aspects of communication
- Maintain safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties

- Display 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

- Provides programmatic support to the Community Based Services program by ensuring requests made by hotline employees/volunteers to follow up with callers seeking community based services are answered and/or returned in a timely manner to ensure participant access to services
- Assesses potential crisis situations and take timely and appropriate preventive action that prioritizes the humanity of program participants
- Facilitates access to ongoing services by scheduling and completing intakes on the same day or upon request.
- Provides Order of Protection assistance on an emergency basis
- Identifies and tracks trends in participant needs and communicate these trends and common barriers to the Assistant Program Manager – Community Based Services for system improvement
- Follows up with participants on the waitlist weekly to ensure wellbeing, access to all basic needs, and to help them achieve their desired outcomes
- Updates waitlist and monitors progress of participants on the waitlist
- Provides crisis counseling and immediate case management to current program participants needing immediate assistance and communicate any follow up needs to the assigned Case Coordinator
- Provides safety planning, emotional support domestic abuse education, referrals, and resources to all program participants on the waiting list as needed
- Facilitates or co-facilitates support groups
- Responsible for ensuring participants successfully navigate the social services system in order to get the services they are requesting and helping remove any barriers
- Responsible for implementing all programmatic and agency protocols as directed
- Provides information, as requested, in support of agency reporting, including participant surveys, success stories, etc.

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
- 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 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

PREFERRED EXPERIENCE AND QUALIFICATIONS- Any combination of at least 4 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

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

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