

## **Case Coordinator – Renewal Housing Services**

**Full-time/Benefits Eligible**

**Multiple Shifts Available**

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

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

\*Does not include bilingual differential pay

**PLEASE NOTE: if you are interested in applying for this position, please go to [emergencecenter.org/employment](http://emergencecenter.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**

The Case Coordinator-Renewal Housing Services provides advocacy and support to Renewal participants by accompanying them through the process of securing and maintaining safe and affordable housing. The Case Coordinator also assists in linking participants to a network of resources throughout the community to enhance their ability to sustain housing and begin their healing.

### **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**

- Provides comprehensive and intensive case management utilizing the Critical Time Intervention (CTI) case management model with participants referred to Emerge's housing stabilization program
- Builds an understanding of each program participant's lived experience and identities, needs, history, strengths and pain in a holistic assessment process
- Completes housing assessments that prioritize safety, support systems and affordability with participants, and supports in housing search and navigation of potential leads while advocating to help remove barriers
- Develops, implements and monitors case plans with all clients that prioritizes their lived experiences and addresses areas that create vulnerability for stability such as income, housing, legal, children's needs, education and self-care
- Assists participants in navigating their way through social services in order to get create accessibility of services, removes barriers and increases self-sufficiency and life skills (note: this may include accompaniment with participants in the community to help navigate services)
- Develops budgets with participants while being cognizant of lived experiences of financial abuse and support in sustainability with connecting to community resources when applicable, and completes updated budget documentation as required in program protocol
- Provides support to direct service staff and/or participants at other sites regarding housing resources and landlord/tenant advocacy strategies
- Meets with clients based consistently to ensure wellbeing and access to all basic needs and to help them achieve their desired outcomes
- Updates and monitors progress toward goals for each program participant in an assigned caseload
- Provides safety planning, emotional support and education about domestic abuse to all program participants as a primary focus
- Assesses potential crisis situations and take appropriate preventive action that prioritizes the humanity of program participants
- Attends weekly team staff meeting with Manager and Clinical staff to support in development and follow through of case plan and continued assessment of strengths, barriers and needs of program participants
- Reacts logically and in a timely manner in crisis situations always ensuring that a trauma-informed approach is applied
- Complies with HUD, DES and other housing requirements
- Provides potential landlords and community members with domestic violence education and information
- Networks with community agencies, assessing available services appropriate to participant needs
- Responsible for implementing all programmatic and agency protocols as directed
- 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 regulations
- Appropriately maintains accurate information in client services database entered in a timely manner
- Attends all trainings and meetings as required

**REQUIRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least **3 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.

- Bilingual (English/Spanish) – **required for some shifts**
- 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

**PREFERRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least **5 years** of lived/life experience (personal), work, or professional experience in the required areas.

- Bilingual (English/Spanish) – **preferred but not required for some shifts**

#### **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

#### **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

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