

Clinical Case Coordinator

Full-time/Benefits Eligible

Multiple Shifts Available:

- 1) Sunday – Wednesday 8:00 am – 6:30 pm Bilingual Preferred**
- 2) Sunday – Wednesday 12:30 pm – 11:00 pm Bilingual Required**
- 3) Wednesday – Saturday 8:00 am – 6:30 pm Bilingual Required**
- 4) Wednesday – Saturday 12:30 pm – 11:00 pm Bilingual Required**
- 5) Wednesday – Saturday 12:30 pm – 11:00 pm Bilingual Required**

Pay Rate*: \$23.75/hour (not negotiable)

**Does not include bilingual differential pay*

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.

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 role provides compassionate support to all individuals served in the Emergency Shelter program, using an approach rooted in trauma-informed care and prioritizes lived experiences and identities.

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

Individual Support

- Builds an understanding of each program participant's lived experience and identities, needs, history, strengths and pain in a holistic assessment process
- Develops a plan of action or case plan in preparation for life after shelter, as well as a support plan and needs while living in a communal environment, that prioritizes their lived experience
- Checks in weekly with assigned Clinician to support in development and follow through of case plan and continued assessment of strengths, barriers and needs of program participants
- 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
- Meets with participants a minimum of two sessions weekly and completes daily check-ins to ensure wellbeing and access to all basic needs
- Responsible for ensuring participants successfully navigate the social services system in order to get the services they are requesting and helping remove any barriers
- Assesses potential crisis situations and takes appropriate preventive action that prioritizes the humanity of program participants
- Reacts logically and in a timely manner in crisis situations always ensuring that a trauma-informed approach is applied
- Responsible for implementing all programmatic and agency protocols as directed

Communal Living Support

- Utilizes a holistic model/approach to supporting participants in the maintenance of a clean and healthy personal living space (participant rooms), while being mindful of possible triggers related to trauma and abuse, as well as cultural backgrounds and lived experiences
- Focuses on developing participants' self-esteem and confidence, utilizing a strengths perspective in assisting participants in navigating life at shelter
- Facilitates peace circles to ensure productive management of conflict between and among participants
- Provides support to participants to ensure successful implementation of Plans for Success in the shelter environment
- 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, shelter community "contributions", and other daily program activities
- Performs health and safety check rounds periodically throughout shift and monitors all areas of the facility for upkeep, supplies, IT/technology and maintenance needs and informs appropriate employees of needs in these areas.

Other Essential Duties

- Answers the hotline when call volume is high or gaps exist for coverage and ensure callers receive crisis intervention, safety planning, information and referral, domestic abuse education and emotional support as appropriate.
- Manages and documents emergency situations and notify appropriate employees
- Completes all documentation thoroughly, accurately, and in a timely manner
- Maintains confidentiality of shelter sites and participant information
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Attends all meetings and trainings 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.

- 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 **5 years** of lived/life experience (personal), work, or professional experience in the required areas.

- Bilingual (English/Spanish)

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 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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