



Overnight Crisis Specialist
Full-time/Benefits Eligible
Sunday-Tuesday from 10:00PM until 8:00AM
Bilingual Required
Pay Rate: \$22.60/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

The primary focus of this position ensures the efficient daily operations of the emergency shelter while ensuring safety and support for participants. This position also provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate. This position may work at other emergency services sites as requested.

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

Emergency Shelter

- Monitors and reports the activities of participants in a twenty-four hour facility
- Provides for the security of the facility and safety of the participants, which includes performing periodic security rounds and bed checks, and informs appropriate staff of concerns or needs
- Monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate staff of needs and/or fills needs promptly
- Performs daily routine upkeep of the facility and grounds
- Assists participants in accessing food needs, technology needs and other daily living activity needs
- Assist participants in understanding the communal living guidelines of the program
- Monitors participants self-administration of medications
- Assess potential crisis situations and take appropriate preventive action that prioritizes the humanity of program participants
- React logically and in a timely manner in crisis situations always ensuring that a trauma-informed approach is applied
- Utilize a holistic model/approach to supporting participants in the kitchen environment, maintenance of a clean and healthy personal living space (participant rooms), and use of communal living spaces while being mindful of possible triggers related to trauma and abuse, as well as cultural backgrounds and lived experiences
- Provide domestic abuse education as appropriate with participants in relation to experiences in a communal living environment, shared living spaces and in the kitchen and/or around food
- Responsible for implementing all programmatic and agency protocols as directed

Hotline

- Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conduct assessments to determine immediate needs
- Conduct basic mental health screenings and facilitate immediate intervention
- Facilitate services under the APRAIS program with law enforcement agencies
- Refer to Emerge programs as appropriate and/or other community services
- Manages and documents emergency situations and notifies appropriate employees
- Supervise, train and monitor related volunteers as needed

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
 - Attends all meetings and trainings as required
- Adheres to agency policies and procedures and all City, County, State and Federal regulations

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
- Bilingual (English/Spanish)

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 years of lived/life experience (personal), work, or professional experience in the required areas.

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 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 fifty pounds

Emerge is an Equal Opportunity Employer

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