

Crisis Advocate – Community-Based Services

Full-time/Benefits Eligible

Bilingual (English/Spanish) Required

Monday through Friday 8:30 am to 5:00 pm

Pay Rate: \$21.00* (not negotiable)

*Includes 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.

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, ableism, 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 Crisis Advocate-Community-Based Services provides support to participants accessing services at Community Based Service (CBS) sites by assessing the participants' needs, providing immediate safety planning and crisis support as needed, scheduling their intakes, and linking them to community resources. This position also ensure the CBS program's daily operations function smoothly to ensure participant needs are met.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values of safety, liberation, responsibility & repair, love, innovation, and joy. We value diversity, inclusion, equity, and belonging in all that we do
- Engage in radical service to, and acceptance of, staff and participants as they are by committing to showing up with integrity and love and encouraging all to use their power to affect change
- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives

- Assess potential crisis situations responding to, and accurately documenting, in an equity-centered and trauma-informed manner while notifying appropriate personnel as soon as possible
- Follow all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules
- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills
- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors.
- Dedicated to personal development, furthering knowledge, services, and approaches to better meet needs of participants and staff
- Strives for innovation incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive
- Attend all meetings and trainings as required

ESSENTIAL DUTIES

- Fosters a welcoming environment for participants entering Voices Against Violence by ensuring the space is trauma-informed and clutter-free, prioritizing their comfort, safety, and well-being
- Provides programmatic support to community-based services by ensuring that telephone calls made directly to CBS sites or transferred from the hotline are answered and/or returned promptly to ensure participant access to services Assist in ensuring that CBS sites are adequately stocked by ordering and managing hygiene items, food, in-kind donations, etc. to meet participant needs
- Responds to requests from hotline staff and volunteers to follow up with callers seeking community-based services
- Listens attentively and actively to callers, validating their experiences and emotions while maintaining a non-judgmental and compassionate approach
- Evaluates potential crisis situations and takes preventive measures that prioritize the humanity of program participants in a timely manner
- Provides crisis intervention, de-escalation, emotional support, safety planning, domestic abuse education, information, and referrals, as needed
- Supports participants seeking safety by not only evaluating immediate risk but also by obtaining a comprehensive understanding of their identities and past instances of violence within the relationship that may contribute to increased risks or obstacles to safety
- Conducts basic mental health screenings and facilitates immediate intervention when appropriate
- Facilitates access to ongoing community-based services, including intake completion and ongoing CBS appointments as needed
- Ensures participants successfully navigate social systems to obtain the requested services and assists in the removal of any obstacles
- Networks with community agencies, assessing available services appropriate to participants' needs, and provides referrals as appropriate
- Assists in ensuring that CBS sites are adequately stocked for staff and participants by ordering and managing office supplies, hygiene products, procuring foodbank items, and in-kind donations
- Assesses the participants' immediate needs, provides empathetic, trauma-informed support to participants, and connects them to community resources as appropriate
- Utilizes a strengths-based approach to empower participants, recognizing their resilience, and capacity for self-determination

- Communicates and documents pertinent information including high-risk and emergency situations with Clinicians and Managers for guidance particularly around issues of mandatory reporting needs
- Completes all documentation thoroughly, accurately, and in a timely manner
- Provides callbacks and other support services when requested by a manager

Other Essential Duties

- Manage and document emergency situations and notify appropriate employees

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 1 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. Applicants will be asked to make direct connections between their work/life experience and the required qualifications. We value the added foundation of formal education, however, any years spent in an educational institution will not count directly toward the number of years required/preferred.*

- 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 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 2 years of work, professional or life experience (personal), in the following areas:

- Experience in the social service field and/or in the area of domestic violence

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 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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