



**Intake Case Coordinator**  
**Full-time/Benefits Eligible**  
Bilingual (English/Spanish) Required  
**Monday & Thursday 11:30-8:00p Tuesday, Wednesday & Friday 8:30-5:00p**  
**Pay Rate: \$22.10/hour (not negotiable)**

**PLEASE NOTE: if you are interested in applying for this position, please go to [emergecenter.org/employment](https://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, 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 Intake Case Coordinator manages the waitlist and provides individualized support to participants awaiting case management services at Emerge's community-based services. This role ensures that participants' safety, emotional, and basic needs are understood and promptly met based on their intersecting identities, strengths, and lived experiences. Working closely with the Program Manager, the Intake Case Coordinator addresses the needs of those on the waitlist and maintains clear communication about their status. Weekly, empathetic, trauma-informed, and equity-centered assistance is provided until participants are enrolled in comprehensive case management services.

**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. 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
- Champions the organization's culture of feedback by consistently providing and seeking feedback and encouraging others to do the same
- 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 the 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**

- Maintains and manages the waitlist for community-based services
- Offers callbacks and other support services to participants on the waitlist demonstrating empathy and a trauma-informed approach to their needs
- Engages actively and attentively with participants, acknowledging their experiences and emotions while upholding a non-judgmental and compassionate approach
- Delivers crisis intervention, de-escalation, emotional support, safety planning, domestic abuse education, information, and referrals, as needed
- Applies a strengths-based and empowerment approach when interacting with participants, acknowledging their resilience and self-determination
- Reassesses risk utilizing the Arizona Intimate Partners Risk Assessment Instrument System (APRAIS)
- Reassesses short-term safety plans, basic needs, and action plans with participants to address needs
- Offers resources and referrals to community services and support networks based on the intersecting identities, lived experiences, and needs
- Communicates waitlist status and estimated timelines to participants waiting for individual case management services
- Conveys and records pertinent information, including high-acuity and critical situations with Clinicians and Program Managers for guidance, particularly around high lethality, and mandatory reporting needs
- Regularly updates and prioritizes the waitlist based on urgency, risk, instability, and individual needs
- Builds trusting relationships with participants through empathetic listening and support
- Advocates for participants' needs within the organization and with external partners
- Collaborates with Case Coordinators to transition participants smoothly from the waitlist to their assigned Case Coordinator
- Works closely with community partners and service providers to ensure comprehensive support for participants

- Participates in regular team meetings and waitlist meetings
- Tracks participant progress and outcomes using Client track
- Completes all documentation thoroughly, accurately, and in a timely manner
- Engages in self-care practices and seek supervision or support as needed

**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. 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)
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Experience working to support and advocate for survivors of gender-based violence, understanding of working with trauma-based reactions/behaviors (particularly during escalated situations/conversations)
- Knowledge of how trauma and intersectionality impacts participants' ability to request and receive support in a non-profit setting
- Demonstrated 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
- Ability to examine your own power, privilege, and/or oppressions to work in service of all survivors
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- 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 community-based setting and navigate complex systems with a focus on problem solving and adaptability
- Ability to communicate, both written and oral, clearly, and concisely. Proficient computer skills including e-mail, calendars, and participant data system
- Ability to work independently and collaboratively, building authentic relationships with team members, supervisors, and participants

**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 during an 8–10-hour workday.
- Must be able to lift twenty-five pounds

**Emerge is an equal opportunity employer**

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