

Case Coordinator- Court Support- Su Futuro
Full-time/Benefits Eligible
Bilingual (English/Spanish) Required
Monday & Wednesday through Friday 8:30am to 5:00pm &
Tuesday 11:30am- 8:00pm
Pay Rate: \$23.10 (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, 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 Case Coordinator- Court Support at Su Futuro provides culturally responsive, trauma-informed support to monolingual Spanish-speaking survivors of domestic abuse. This role involves conducting comprehensive assessments, developing individualized case plans, and using the Critical Time Intervention (CTI) model to guide participants through accessing community resources and services, navigating legal systems, securing housing, and achieving financial independence. The Case Coordinator builds trusting relationships by honoring participants' cultural identities, language needs, and lived experiences, ensuring that all services are accessible, respectful, and tailored to their unique circumstances.

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

- Greets and welcomes participants to Su Futuro via phone or in person with empathy, compassion, and sensitivity
- Conducts a comprehensive intake of program participants' needs and observational data to formulate an appropriate case plan in partnership with the participant
- Provides culturally responsive case management services to monolingual Spanish speakers, addressing their unique language, cultural, and access needs, including safety planning, crisis intervention, de-escalation, information, and referrals as needed
- Builds relationships with participants to understand their lived experiences, intersectional identities, needs, personal background, strengths, and pain, as well as how systems of power and privilege affect those experiences
- Creates a case plan that prioritizes the participants' safety, autonomy, and empowerment, considering all their needs, particularly housing, emotional health, physical health, and long-term support
- Implements the Critical Time Intervention (CTI) case management model, assesses risk, provides safety planning, emotional support, and education surrounding domestic abuse to all participants
- Ensures that the case management approach is equity-centered, trauma-informed, and considers intersectional identities, historical trauma, individual needs, and engagement throughout their experience to promote safety, empowerment, and healing
- Develops, implements, and monitors progress of case plans with all participants that address areas creating vulnerability for stability such as income, housing, legal needs, children's needs, education, and self-care
- Facilitates adult groups ensuring a trauma-informed, evidence-based, and confidential space
- Assists participants in navigating social services to create accessibility, remove barriers, and increase self-sufficiency and life skills, which may include accompanying participants in the community to help navigate services
- Advocates for economic justice by empowering domestic abuse survivors with resources, support, and opportunities to achieve financial independence and stability
- Co-develops budgets with participants while considering lived experiences of financial abuse and supports sustainability by connecting to community resources when applicable
- Completes a housing assessment to understand the participant's preferences, circumstances, challenges, and strengths, which guides the search for housing and assesses housing needs that prioritize safety, support systems, and affordability
- Supports in housing search and navigation of potential leads while advocating to remove barriers to safe, affordable housing
- Meets with participants consistently to ensure well-being, access to all basic needs, and achievement of their desired outcomes

- Assists participants in preparing for court (i.e. preparing for and managing triggers, understanding court proceedings, explaining appropriate behaviors expected in court, discussing courtroom etiquette)
- Accompanies participants to court for criminal or civil proceedings to provide support and advocacy
- Assists participants with navigating both the criminal and civil legal systems, preparing for court by managing triggers and expectations, understanding court proceedings, explaining victims' rights and how to exercise them, and discussing courtroom etiquette
- Prepares participants for all outcomes and setbacks in the criminal and civil court proceedings
- Participates in case staffing meetings to build an understanding of each participant's lived experience, identities, needs, history, strengths, and pain in a holistic assessment process
- Ensures comprehensive and precise documentation of participant services by completing all documentation thoroughly, accurately, in a timely manner
- Maintains month-end reports, data entry, and participant files in accordance with the agency requirements
- Engages in ongoing professional development and self-reflection to deepen understanding of equity, trauma, and the complex intersections of identities and experiences that participants and staff bring to the partnership

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 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.

- 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 complex institution and systems with a focus on problem solving and adaptability
- Ability to communicate, both written and oral, clearly, and concisely
- Ability to work independently and collaboratively, building authentic relationships with team members, supervisors, and participants
- Required: 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 (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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