

Facility Coordinator
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Monday through Friday 10:30am-6:30pm
Pay Rate: \$23.75/hour (not negotiable)*
** Bilingual differential pay available*



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, 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 Facility Coordinator plays a critical role in ensuring that the shelter environment is not only safe and functional but also trauma-informed, supportive, and healing. This position is responsible for maintaining the physical spaces of the shelter, including living areas, kitchens, bathrooms, and common spaces, in a way that reflects a commitment to the well-being and empowerment of participants. The Facility Coordinator collaborates closely with the Shelter - Program Manager and the facilities team to ensure that all aspects of the shelter, from safety protocols to the care of therapeutic elements like plants, contribute to a beautiful, calming, and respectful environment. This role also involves managing the shelter's inventory, coordinating maintenance and repairs with our Operations Manager, and ensuring compliance with health and safety regulations, all while upholding the principles of trauma-informed care.

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

- Builds authentic relationships with staff and participants and honors each person's lived experience, intersectionality, needs, personal history, strengths, and pain, and fosters a sense of belonging
- Ensures participants are supported in the space by assessing the environment for potential triggers or safety concerns to minimize risks and promote well-being
- Ensures that the shelter facility, including living areas, kitchens, bathrooms, and common spaces, is trauma-informed and well-maintained. This includes the care and upkeep of plants and other therapeutic elements that contribute to a calming and supportive atmosphere that supports emotional and psychological healing
- Understands and addresses how trauma manifests within the shelter community and how it can impact communal living
- Collaborates with the clinicians to ensure that participant's physical environment (e. g. kitchenettes, bedrooms, etc.) aligns with goals of trauma-informed practices
- Coordinates routine maintenance and repairs with the facilities team
- Liaise with vendors and contractors for shelter related services such as pest control, janitorial services, and kitchen-related services like food and equipment repair
- Conducts regular safety inspections to ensure compliance with health, safety, and building regulations. Elevates or addresses any safety concerns promptly to maintain a secure environment for participants and staff
- Ensures that the shelter, including the kitchen, complies with all relevant local, state, and federal regulations, including those related to building codes, health and safety, and accessibility
- Coordinates and participates in emergency preparedness drills, such as fire drills, evacuation procedures, and contingency plans for facility-related emergencies
- Collaborates with the Life Skills and Nutritional Coordinators to ensure that all food items are stored properly, labeled, and dated according to health and safety regulations.
- In collaboration with the Operations Manager, ensures thorough deep cleaning of all shelter areas, including kitchens, bathrooms, living spaces, floors, and outdoor areas, ensuring that all surfaces, appliances, and fixtures are sanitized, maintained, and free from dirt, mold, and allergens to promote a safe and healthy environment
- Collaborates with staff to ensure the shelter kitchen and pantry are adequately stocked with necessary food items for meal preparation

- Prepares rooms for new participants by ensuring they are clean, stocked with necessary items, and ready for occupancy
- In partnership with the facilities team, manages the distribution of keys, access cards, and other devices to participants and staff. Ensures that all access and security systems are functioning properly and secure
- Maintains accurate records of maintenance requests, repairs, safety inspections, inventory levels, equipment maintenance, and any incidents related to kitchen safety or sanitation
- Provides regular updates and reports to the Shelter - Program Manager on shelter-related maintenance, safety compliance, and any issues that arise
- Assists in managing the shelter facilities budget, including tracking expenses related to the purchase of food and supplies
- Works closely with the Shelter - Program Manager and other staff to coordinate day-to-day operations and address any issues that arise
- Engages in self-care practices and seeks support as needed to maintain personal well-being and job performance
- Ensures the maintenance and functionality of the security systems, including surveillance cameras, alarms, and access controls in collaboration with the facilities team to promptly address any technical and systems issues
- Provides training to shelter staff on facility-related protocols, including emergency procedures, proper use of equipment, and maintaining a trauma-informed environment. Ensures staff are familiar with safety regulations and standards
- Manages shelter parking, including coordinating with staff and participants on parking assignments
- Coordinates the secure and respectful tracking and packing of participants belongings upon exit, ensuring careful cataloging and storage for later retrieval

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. 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

- Experience designing quality improvement strategies and implementation in a non-profit setting
- Experience designing staff development goals and training
- Experience coaching and supporting staff in the delivery of services related to gender-based violence
- 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
- Comprehensive knowledge of the use and care of kitchen equipment, materials, methods used in preparing food on a large scale
- Experience in inventory and ordering procedures
- Knowledge of and ability to maintain food safety and sanitation regulations
- 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
- Preferred: 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

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.