

Child & Family Case Coordinator – Community-Based Services

Full-time/Benefits Eligible

Bilingual (English/Spanish) Required

Monday, Tuesday, Wednesday, & Friday 8:30a-5:00p

Thursday 11:30a-8:00p

Pay Rate: \$22.10/hour (not negotiable)



PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment 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!

Overview of Child & Family Case Coordinator

The Child & Family Case Coordinator (CFCC) provides individual and group support services to children and families in Emerge's community-based service program from a trauma informed care approach. Working closely with the Program Manager – Family Services, the CFCC implements programming and curriculum for children and families, provides education and information to adult participants regarding the impact of abuse on their children, and develops a network of resources throughout the community to enhance the ability to be a liaison for adult participants.

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

- Builds an understanding of each family's/participant's lived experience and identities, needs, history, strengths and pain to ensure that services provided to children are directly tied to the individual needs and experiences of that child
- Develops a case plan/goals that prioritizes the lived experience of each child within the family
- Updates and monitors progress toward goals for each family and child on their assigned caseload
- Provides safety planning, emotional support and education about domestic abuse to all children as a primary focus
- Meets with families/children on a consistent basis depending on the family's availability and needs
- Responsible for ensuring families successfully navigate the social services system in order to get the services they are requesting and helps remove any barriers
- Assesses potential crisis situations and take appropriate preventive action that prioritizes the humanity of program participants
- Reacts calmly, practically and in a timely manner in crisis situations, always ensuring that a trauma-informed approach is applied
- Responsible for implementing all programmatic and agency protocols as directed
- Provides support, advocacy and case management services to children and families via family sessions, parent groups, and individual sessions
- Plans and facilitates educational support groups for children, focusing on domestic abuse themes and emotional literacy
- Provides parenting information, education and emotional support to adult participants about the impact of abuse on their children
- Understands and implements *My Family is Strong* (or Family Services) Curriculum and sets goals with families focusing on safety, healthy relationships, communication, self-esteem and life skills
- Supervises family services volunteers and interns on site in collaboration with the Program Manager – Family Services
- Networks with, and makes appropriate referrals to, community agencies, assessing available services appropriate to participants' needs
- Provides information, as requested, in support of agency reporting, including participant surveys, success stories, etc.

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 participant information
- Adhere 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.

- Bilingual (English/Spanish) Required
- 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 4 years of lived/life experience (personal), work, or professional experience in the required 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

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually moderate to loud.
- Stress levels may be increased while supporting individuals who have experienced significant trauma and may have trauma responses when agitated during escalated situations/conversations

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.