



**Case Coordinator- Shelter**  
**Full-time/Benefits Eligible**  
Bilingual Preferred  
**Tuesday-Saturday 2:30pm-11:00pm**  
**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](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, 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!**

## **POSITION OVERVIEW**

Case Coordinator-Shelter will provide compassionate support to all Emergency Shelter Program participants. You will work in partnership with Clinicians to support participants in creating tangible goal plans that enable participants to find self-determination, strength, and healing through, positive regard, emotional support, and love. You will use an equity-focused, trauma-informed, and strength-based approach that centers our values and will prioritize a deep understanding of participants' lived experiences.

## **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**

### **Individual Support**

- Builds relationships that foster an in-depth understanding of each participant's lived experience, intersectionality, needs, personal history, strengths, and pain.
- Engages participants' needs using the Critical Time Intervention (CTI) case management model, provides emotional support, domestic abuse education surrounding domestic abuse to all participants.
- Promotes and supports equitable access to basic needs, social and legal service systems, and resources.
- Collaborates with the Clinician and follows the case plan developed to support stabilization, healing, and long-term support.
- Compassionately develops participants' self-esteem, and confidence, using strengths-based perspectives in assisting participants in navigating life at shelter.
- Meets with participants daily to ensure participants are acclimating to the shelter environment and actively managing their overall health and wellbeing.
- Participates in Emergency Services case staffing meetings, and provides updates on participants' strengths, gaps in needs, resources, and engagement.
- Educates or refers participants to legal services to learn about their options and rights as a tenant to ensure long-term housing stability.
- Accompany participants to appointments held in the community and carry out housing searches as needed to provide support to participants as they complete housing-related applications and paperwork, including the ordering of birth certificates and social security cards.
- Advocates on behalf of participants with housing service providers, landlords, and governmental organizations regarding potential tenancy, myths about domestic abuse, and barriers or challenges that may exist due to criminal records, evictions, and employment.
- Conducts an acuity assessment using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) regarding areas where housing instability is most likely to occur and supports the participant in linking them to available housing in the Tucson area.
- Updates, tracks, and documents each program participant's progress toward goals in the participant Client Track data system.

### **Communal Living Support**

- Builds relationships and a sense of community among shelter staff and participants, focusing on increasing equity, inclusion, and belonging.
- Completes health and safety checks throughout the day to make sure the environment is safe, loving, and trauma informed.
- Responds appropriately to callers on the crisis hotline when calls roll over to shelter.

## **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.
- Demonstrated ability to confront oppressive behavior and comments in any setting.
- Ability to examine your own power, privilege and/or oppressions to work in service of all survivors.
- Ability to function in a shelter 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.

**PREFERRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least **5 years** of lived/life experience (personal), work, or professional experience in the required areas.

- Bilingual (English/Spanish)

#### **OTHER REQUIREMENTS**

- Ability to obtain fingerprint clearance through the Arizona Department of Public Safety
- 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 to 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](http://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.**