

Case Coordinator- Emergency Services Liason

Full-time/Benefits Eligible

Bilingual (English/Spanish) Required

Monday-Friday 10:30am – 7:00pm*

Pay Rate: \$24.25/hour (not negotiable)



**Flexibility is needed to be available outside of this schedule to assist with time sensitive participant needs.*

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 - Emergency Services Liaison supports survivors in the hotel program and those transitioning from hotel to community-based services. This role involves building relationships with participants, understanding their needs, and providing individualized support using the Critical Time Intervention (CTI) model. The Case Coordinator advocates for access to resources, assists with daily engagement, conducts intakes, and collaborates with the Clinician to follow case plans.

Additionally, the role involves conducting housing assessments, maintaining records, and ensuring a safe, trauma-informed environment. The ideal candidate is empathetic, resilient, and committed to helping survivors achieve stability and independence.

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

- Establishes and maintains meaningful relationships with program participants, understanding their lived experiences, intersectionality, needs, strengths, and challenges to provide individualized support
- Completes intakes and assessments for participants entering Emerge's hotel program to ensure their needs are identified and adequately addressed as needed
- Applies the Critical Time Intervention (CTI) case management model to engage with participants entering hotel, provides emotional support, and offers education surrounding domestic abuse
- Provides immediate case management services to participants transitioning to the hotel program to ensure that they develop a short-term plan for safe housing based on safety considerations and resources available
- Promotes equitable access to basic needs, social and legal services, and resources. Advocates for participants with housing service providers, landlords, and governmental organizations, addressing barriers such as criminal records, evictions, and employment challenges
- Performs regular health and safety checks to ensure the hotel remains safe, nurturing, and trauma-informed
- Provides information and resources to address immediate needs of participant while in the hotel program including, but not limited to food, clothing, etc
- Works closely with Clinicians to follow the case plan tailored to each participant's needs, supporting stabilization, healing, and long-term success
- Compassionately develops participants self-esteem, and confidence, using strengths-based perspectives in assisting participants in navigating life at shelter
- Meets daily with participants to ensure they are acclimating to the hotel, actively managing their safety, health, and well-being, and navigating life effectively
- Participates in Shelter case staffing meetings, providing updates on participants' strengths, needs, resource gaps, and engagement levels
- Educates participants about their rights as tenants and refers them to legal services to promote long-term housing stability
- Accompanies participants to community appointments, assists with housing searches, and supports the completion of housing-related applications and paperwork, including ordering birth certificates and social security cards
- Conducts acuity assessments using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) to identify potential housing instability and connect participants with available housing options in the Tucson area
- Serves as a backup to support the shelter environment, addressing varying participant needs as required

- Maintains accurate documentation of participant progress, goals, and activities using the Client Track data system

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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