

## Emergency Services On-Call (Shelter Nutrition)

**Bilingual (English/Spanish) Preferred**

**Pay Rate: \$20.50/hour\*** (not negotiable)

*\*Bilingual differential pay is 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, 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 Emergency Services-On-Call (Shelter Nutrition) role supports the Nutrition Case Coordinator by assisting participants with nutritional needs, food inventory, meal preparation, and nutrition education while ensuring safe and equitable food access. This role connects participants to community resources like food banks, local farms, and SNAP benefits.

As an on-call team member, this position provides immediate support, including crisis intervention, safety planning, emotional support, and supply distribution, in collaboration with shelter staff.

**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. We value diversity, inclusion, equity, and belonging in all that we do
- Engages 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.

- Follows 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
- Dedicates time 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
- Attends all meetings and trainings as required

### **ESSENTIAL DUTIES**

- Greets and welcomes new participants with empathy, compassion, and sensitivity, supporting their smooth integration into the shelter environment
- Provides crisis intervention, de-escalation, emotional support, safety planning, domestic abuse education, information, and referrals, as needed
- Fosters community building among shelter participants by actively listening, assisting, and engaging participants in the shelter environment through the provision of support in promoting self-care, empowerment, healing, and trust
- Orients participants to the kitchen, pantry, and communal meal guidelines, and serves as backup for the nutrition assessment
- Assists participants with basic meal preparation and encourages self-sufficiency
- Facilitates discussions on food, trauma, nutrition, and self-care, empowering participants to make informed choices
- Provide emotional support around food insecurity, meal preparation, and communal living
- Supports participants in understanding safe food handling, storage, and kitchen safety
- Offers basic nutritional guidance based on available food and participant needs
- Supports food availability by assisting with restocking breakfast and pantry items
- Assists with food inventory by organizing, labeling, and ensuring pantry items are stored safely
- Follows the first-in, first-out inventory technique to reduce food waste
- Cleans and maintains kitchen areas, ensuring compliance with health standards
- Reports any equipment malfunctions to the facilities team
- Assists in the storage, utilization, and distribution of leftover food for participant access
- Works closely with shelter staff to ensure participants' nutritional needs are met
- Responds to immediate food-related concerns, such as missing pantry staples or urgent dietary needs
- Successful completion of Pima County Health Department Food Handler's Class
- Successful completion of Community Food Bank Food Safety and Civil Rights Classes through the Community Food Bank
- Supports Life Skills Nutrition role with accompaniment to the Community Food Bank or serves as a backup
- Collaborates with shelter staff to maintain a trauma-informed and equity-centered environment
- Completes all clinical documentation thoroughly, accurately, and in a timely manner

**REQUIRED EXPERIENCE AND QUALIFICATIONS** - Any combination of at least 1 year 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: Must have the ability to travel between sites
- Preferred: Bilingual (English/Spanish)
- Preferred: Wednesday - Saturday 12 pm-6:30 pm

#### **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 clients or to the public and to convey detailed spoken instructions to other workers accurately/quickly
- Provide CPR/First Aid
- Must be able to lift to fifty pounds

**Emerge is an equal opportunity employer**

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