Child & Family Case Coordinator - Shelter

Full-time (Benefits Eligible)
Bilingual (English/Spanish) Required
Sunday- Thursday 11:30am-8:30pm
Pay Rate: $22.10 (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.

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 OVERVEW

The Child & Family Case Coordinator provides individual and group support services to children and families in Emerge's emergency shelter program from a trauma informed care approach. Working closely with the Director of Family Services, the Child & Family Case Coordinator 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 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 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
- 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
- Develops a plan of action or case plan in preparation for life after shelter, as well as a support plan for needs while living in a communal environment, which prioritizes the lived experience of each child within the family
- Provides support, advocacy and case management services to children and families via family sessions, parent groups, and individual sessions
- Provides safety planning, emotional support, and education about domestic abuse to all children as a primary focus
- Provides parenting information, education, and emotional support to adult participants about the impact of abuse on their children
- Networks with, and makes appropriate referrals to community agencies appropriate to participants' needs
- Promotes and supports equitable access to basic needs, social and legal service systems, and resources.
- Responsible for ensuring families successfully navigate the social services system to acquire the services they are requesting and helps remove any barriers
- Assists families in navigating the Department of Child Safety from the initial reports through the various stages and beyond, including evaluating ongoing safety, economic barriers, legal issues, and basic needs that affect case plans and reunification
- Updates and monitors progress toward goals for each family and child on their assigned caseload
- Meets with families/children a minimum of two sessions weekly and completes daily check-ins to ensure wellbeing and access to all basic needs
- Plans and facilitates educational support groups for children, focusing on domestic abuse themes and emotional literacy
- Ensures the safety of each child in the program by monitoring that children are not left alone, unsupervised by their parents at any time
- Updates, tracks, and documents each program participant's progress toward goals in the participant Client Track data system.
- Supervises family services volunteers and interns on site in collaboration with the Program Manager – Family Services
- Provides information, as requested, in support of agency reporting, including participant surveys, success stories, etc.

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.*

- 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), understanding, and supporting families
- Knowledge of how trauma and intersectionality impacts participants' ability to 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
- Demonstrated ability to confront oppressive behavior and 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 work independently and collaboratively, building authentic relationships with team members, supervisors, and participants.
- Ability to communicate, both written and oral, clearly, and concisely. Proficient computer skills including e-mail, calendars, and participant data system.
- 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.
- 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 to twenty-five pounds.

Emerge is an equal opportunity employer

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