Case Coordinator - High Risk Court Liaison

Full-time/Benefits Eligible

Bilingual Required

Monday through Friday 8:00 am to 4:30 pm

Pay Rate: $22.60/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.

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

The High Risk Court Liaison provides court-based advocacy and legal assistance to survivors of domestic violence involved in civil and criminal legal matters. This role supports survivors in understanding court processes, navigating legal systems, and accessing safety-related resources while maintaining a survivor-centered, trauma-informed, anti-oppressive, and equity-centered approach.

This position specializes in high-risk domestic violence cases involving elevated lethality indicators, including firearm access, threats with weapons, strangulation, stalking, escalating violence, coercive control, and other factors that may increase danger. The High Risk Court Liaison works collaboratively with survivors, court personnel, legal partners, and community providers to support safety, reduce barriers, and promote informed decision-making.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILTIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- 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

Court and Systems Coordination

- Collaborates with Tucson-area judges, attorneys, prosecutors, adult probation officers, court staff, and other justice-system partners to support coordinated services for domestic abuse survivors, particularly in cases involving firearms or elevated lethality risk
- Communicates with the prosecutor's office and other appropriate justice-system partners to identify survivors and probationers with a history of domestic abuse who may be at heightened risk of lethality or danger
- Provides training and education to court staff on domestic violence, stalking, dating violence, firearm-related risk, and other relevant survivor safety issues as needed
- Identifies system gaps within Tucson-area courts and provides feedback and recommendations to improve survivor access, safety, and coordination

Survivor Court Advocacy

- Assists survivors in preparing for court by helping them understand court proceedings, courtroom expectations, possible outcomes, and strategies for managing trauma responses and triggers
- Helps participants prepare for possible setbacks, delays, or outcomes in criminal and civil court proceedings
- Provides follow-up phone calls and ongoing support to survivors throughout the court process
- Supports survivors in understanding how firearm-related concerns or other high-risk factors may affect their safety planning and court-related options

Safety Planning and Case Coordination

- Builds an understanding of each participant's lived experience, identities, needs, history, strengths, pain, priorities, and barriers through a holistic assessment process
- Co-creates and monitors individualized case plans with participants that prioritize their lived experiences, safety, stability, and identified goals
- Provides safety planning, emotional support, and education about domestic abuse as a primary focus of services
- Considers high-risk and lethality factors, including firearm access or threats involving firearms, when supporting safety planning and advocacy
- Assesses potential crisis situations and takes appropriate preventive action that prioritizes participant safety, dignity, and humanity
- Responds logically and in a timely manner during crisis situations while applying a trauma-informed approach
- Assists participants in navigating social, legal, and community systems and advocates to reduce barriers to the services they are requesting
- Makes advocacy calls, coordinates with other service providers and case managers, and accompanies participants to appointments when appropriate to support participant-defined goals

Documentation and Program Responsibilities

- Implements all programmatic and agency protocols as directed
- Maintains month-end reports, statistics, and participant files in accordance with legal, funding, and program requirements
- Completes documentation accurately and in a timely manner
- Maintains accurate information in the client services database within required timeframes
- Protects participant confidentiality and shares high-risk or safety-related information only as permitted by law, agency policy, and applicable confidentiality requirements
- Adheres to agency policies and procedures and applicable City, County, State, and Federal regulations
- Attends required trainings, meetings, supervision, and other professional development activities

REQUIRED EXPERIENCE AND QUALIFICATIONS - **Any combination of at least three (3) years of work, professional or life experience (personal), in the following areas:**

Note: *Emerge recognizes that the required skills and knowledge needed to provide support to those harming their partner and family members 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.*

- One year of experience delivering lay legal services and/or assisting participants with navigating legal systems and community resources
- 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
- Knowledge of group facilitation and dynamics
- 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 5 years of lived/life experience personal), work, or professional experience in the required areas

- Bilingual (English/Spanish)
- Experience in the social service field and/or in the area of domestic violence

OTHER REQUIREMENTS

- Ability to obtain 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

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 and 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 quiet to moderate. The employee is occasionally exposed to a variety of conditions at client sites
- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines
- 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.