



Case Coordinator – Court Support

Full-time/Benefits Eligible

Bilingual (English/Spanish) Required

Mon., Tues., Wed., Friday, 8:30 a.m. – 5:00 p.m.;

Thurs., 11:30a – 8:00 p.m.*

Salary: \$22.60/hour (not negotiable)

**Flexibility is needed to work outside of this schedule to assist with time-sensitive matters and to be on-call for emergencies.*

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 Case Coordinator-Court Support is a community-based advocate specially trained to provide lay legal assistance in legal matters related to domestic violence. This role is rooted in the principles of trauma-informed care, anti-oppression, and survivor-centered advocacy. The CC-Court Support works directly with survivors of domestic abuse to offer legal information, court accompaniment, and system navigation—ensuring survivors understand their rights and options while reducing barriers to justice. This role may expand to include duties that require Certified Legal Advocacy certification in accordance with the Arizona Code of Judicial Administration Section 7-211.

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.
- 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 and responds to potential crisis situations in an equity-centered and trauma-informed manner while notifying appropriate staff 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.
- Dedicates time and energy to personal development, furthering knowledge, services, and approaches to better meet the needs of participants and staff.
- Strives for innovation by 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

Participant Relationship Building & Support

- Builds authentic, trusting relationships with survivors through culturally responsive, trauma-informed, and anti-oppressive engagement
- Provides emotional support and legal education related to domestic abuse, always centering the participant's lived experience, autonomy, and dignity
- Offers callbacks and walk-in support for participants referred for community-based services, connecting them with Emerge services and/or community resources as appropriate
- Offers court accompaniment and compassionate presence to reduce trauma and support confidence during legal proceedings
- Prepares participants emotionally and logistically for court hearings by explaining courtroom procedures, expectations, and common stress responses
- Responds to emergent participant needs with grounding and empathy, providing safety planning, de-escalation, and emotional regulation strategies

Participant Stabilization & Goal Planning

- Conducts lay legal assessments, safety planning, and risk assessments to identify legal and holistic needs
- Facilitates services utilizing the Arizona Intimate Partner Risk Assessment Instrument System (APRAIS) protocol, including ongoing lethality/risk assessments that consider identities and past instances of violence contributing to safety barriers
- Conducts intakes and facilitates immediate intervention when appropriate
- Collaborates with participants to create individualized, participant-led goal and safety plans that may include legal, housing, economic, and wellness domains
- Uses a strengths-based approach to support long-term stabilization and self-determination
- Identifies potential crisis situations and responds calmly and appropriately using trauma-informed strategies, collaborating with Crisis Case Coordinators when needed

Legal & Systems Navigation

- Provides lay legal advocacy in legal matters, including orders of protection, custody, divorce, eviction prevention, and contested hearings
- Assists participants with Orders of Protection (OOPs) using AZPOINT and provides court accompaniment for contested hearings, when assigned
- Assists participants in locating forms needed for petitions, declarations, and motions
- Maintains strong collaborative relationships with courts, legal aid providers, law enforcement, and culturally specific service organizations
- Advocates to reduce systemic barriers and increase access to justice, particularly for survivors who are Black, Indigenous, immigrant, LGBTQIA+, undocumented, or disabled

- Provides referrals and direct navigation support to resources such as immigration attorneys, housing advocacy, etc.

Accurate Documentation & Interdisciplinary Collaboration

- Maintains timely, accurate, and confidential documentation
- Uses participant-centered, non-stigmatizing, and equity-centered language in all services and communications
- Communicates and documents high-risk or emergency situations with Crisis Case Coordinators and Directors for guidance, particularly regarding mandatory reporting
- Participates in case staffings, team meetings, and reflective supervision to ensure holistic participant support
- Contributes to program evaluation by sharing trends, needs, success stories, and innovations that inform service delivery

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. 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
- 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 or quickly
- 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

- May be expected to complete Arizona Supreme Court Certified Legal Advocate (CLA) certification within two (2) years of hire, if program needs and funding allow
- 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.

WORK ENVIRONMENT

- Emerge staff provide high-quality, compassionate care to our participants, and we work together to ensure that survivors receive the support they need. We offer a range of services, including case management, lay legal assistance, housing support, and advocacy.
- We offer ongoing training and professional development opportunities to help our staff members grow and develop in their roles.
- Our Community-Based Services site is a collaborative, survivor-centered environment where staff use their skills and compassion to create real change in the lives of individuals and families.

Emerge is an equal opportunity employer

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