



Case Coordinator – Shelter
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Sunday - Thursday, 1:30 p.m. - 10:30 p.m.*
Salary: \$23.75/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.*

***Bilingual differential available.*

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, 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 – Shelter Advocate builds trusted relationships with survivors to support healing, safety, and long-term stability. Grounded in equity, anti-oppression, and trauma-informed care, they partner with participants to navigate systemic barriers, access resources, and set meaningful goals. They help maintain a safe, inclusive shelter environment, respond to crises with dignity and care, and ensure that each participant's voice, autonomy, and lived experience are centered in every aspect of support and documentation.

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 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.
- 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.
- Dedicated 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 Engagement & Individual Support

- Greets and welcomes new participants to shelter with empathy, compassion, and cultural sensitivity
- Builds relationships that foster an in-depth understanding of each participant's lived experience, intersectionality, needs, history, strengths, and pain
- Provides crisis intervention, de-escalation, emotional support, safety planning, and domestic abuse education
- Proactively assesses potential crises and responds in ways that center the humanity, dignity, and safety of participants, using de-escalation and harm-reduction principles
- Meets with participants daily to ensure they are acclimating to the shelter environment and actively managing their well-being
- Compassionately supports the development of participants' self-worth and confidence using strengths-based approaches and honoring each person's autonomy
- Responds appropriately to callers on the crisis hotline when calls roll over to shelter

Participant Stabilization & Goal Planning

- Conducts initial and ongoing risk assessments to support immediate and long-term safety by evaluating current risk and understanding historical trauma, identity-based threats, and prior instances of harm
- Supports participants using the Critical Time Intervention (CTI) case management model to promote stabilization and connection to long-term support
- Collaborates with Crisis Case Coordinators to co-create short-term, actionable goal plans aligned with the 90-day shelter stay
- Conducts check-ins and adjustments to ensure participant goals remain relevant and achievable within the shelter timeline
- Plans and prepares for participants' transitions or exits from shelter, prioritizing housing continuity, safety, and connection to long-term resources

Housing & Economic Stability

- Conducts housing assessments and the Housing Questionnaire to identify needs, preferences, and housing-related barriers
- Assists participants with housing applications, birth certificates, social security cards, and other required documents

- Accompanies participants to appointments and housing-related meetings as needed
- Advocates with landlords, housing service providers, and public systems to reduce barriers related to credit, criminal records, and eviction history
- Co-develops participant budgets and connects them to income, financial, and community-based supports

Systems Navigation & Advocacy

- Supports participants in navigating community and social service systems with dignity and empowerment
- Advocates for participants by making direct contacts with service providers, accompanying them to appointments, and actively removing barriers such as access to documentation, criminal records, or evictions
- Collaborates with Crisis Case Coordinators and other shelter staff to follow through on case plans and provide holistic support
- Educates or refers participants to legal service providers to ensure they understand their rights as tenants and community members

Community Building & Communal Living

- Helps foster a safe, welcoming, and inclusive shelter environment for all participants
- Builds a sense of community and connection among shelter participants and staff through shared values and trauma-informed approaches
- Applies harm-reduction and transformative practices when addressing participant conflict, distress, or behavior that may impact the communal living environment
- Partners with shelter operations staff to ensure participant needs are met regarding meals, supplies, hygiene, and safety-related concerns
- Facilitates healing spaces in the shelter, centering participant voice, collective care, and culturally affirming, trauma-informed practices

Documentation & Professional Practice

- Accurately tracks and documents participant progress, service delivery, and outcomes in the ClientTrack data system
- Participates in case staffing meetings to provide participant updates, celebrate strengths, and identify service gaps or evolving needs
- Engages in professional development and reflective practice to deepen awareness of equity, trauma, and the impacts of systemic harm
- Ensures all documentation is timely, thorough, and in alignment with agency standards and values

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.*

- 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: 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.
- Overall, our shelter is a dynamic and rewarding place to work, where staff can make a real difference in the lives of others.

Emerge is an equal opportunity employer

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