Child & Family Case Coordinator - Liaison

Full-time/Benefits Eligible

Bilingual (English/Spanish) Preferred

Monday – Friday, 8:30 a.m. – 5:00 p.m.*

Salary: $26.00/hour (not negotiable)

**Some Flexibility to work outside of regular schedule to meet with participants, wiliness to meet with participants in the community as needed for housing support.*

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 Child and Family Case Coordinator – CFCC-Liaison provides trauma-informed, family-centered case management, education, and systems navigation for children and youth exposed to violence and their parent. This position is part of a collaborative multidisciplinary response team with the Tucson Police Department (TPD), Goodwill Industries of Southern Arizona, and Jewish Family & Children's Services (JFCS) and other key system partners. The CFCC Liaison plays a critical role in connecting families to supportive services throughout Emerge and partner agencies, coordinating immediate and ongoing interventions, and ensuring culturally responsive, equity-centered care for youth impacted by domestic violence (DV) and other forms of trauma. This position bridges systems between domestic violence response, the juvenile justice system, behavioral health, and education to ensure each family receives holistic, coordinated, and timely support.

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.
- 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

Direct Services and Case Management

- Provides trauma-informed, child- and family-centered case management to youth exposed to violence and their parent
- Responds to referrals from justice systems and other partners to engage youth and families in services quickly
- Conducts comprehensive assessments of safety, trauma impact, and support needs for both children and caregivers
- Co-develops safety plans and family plans focused on stabilization, connection, and long-term healing
- Facilitates sessions and educational activities for children and parents addressing trauma, communication, and emotional regulation
- Provides age-appropriate DV education and advocacy for youth and parents to support understanding and safety
- Offers ongoing follow-up, support, and transition planning to connect families with community-based or behavioral health services

Collaboration and Systems Coordination

- Serves as Emerge's liaison to the multidisciplinary response team, attending weekly internal case review meetings and biweekly MDT coordination meetings
- Participates in case staffing and information sharing in accordance with VAWA confidentiality and data-sharing agreements
- Coordinates with community and justice staff to ensure wraparound services and warm handoffs for referred families
- Develops and maintains collaborative relationships throughout the community
- Supports partner agencies and court staff through education and consultation and staffing on DV dynamics, child trauma, and trauma-informed engagement practices
- Training, Education, and Community Engagement
- Provides DV and trauma-informed training to court administrators, probation officers, and other juvenile justice staff
- Participates in outreach and education activities that raise awareness about children's exposure to violence and trauma
- Collaborates with the Assistant Vice President of Programs to develop materials and presentations for community programs

Documentation and Reporting

- Maintains accurate, timely, and confidential documentation in Emerge's ClientTrack database and any required partner systems
- Tracks services, referrals, outcomes, and trends for data collection and grant reporting
- Participates in evaluation activities required by the OJJDP grant, including surveys and focus groups
- Supports monthly and quarterly reporting to the Tucson Police Department and the City of Tucson for grant compliance and reimbursement

Team Participation
- Participates in reflective supervision, team meetings, and cross-departmental collaboration at Emerge
- Coordinates regularly with the Child and Family Services team to ensure continuity of care for shared participants
- Contributes to the creation and refinement of internal procedures and best practices for early intervention with children exposed to violence

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **4 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.*

- Experience supporting and advocating for survivors of gender-based violence, with demonstrated understanding of trauma-based reactions and behaviors, particularly during escalated situations or conversations
- Knowledge of the dynamics of domestic and sexual violence and their impact on children, caregivers, and family systems
- Knowledge of child development, attachment theory, and the effects of trauma and violence on children and parents
- Understanding of trauma and intersectionality and how they influence a participant's ability to request and receive support within nonprofit or systems-based settings
- Demonstrated practice applying trauma-informed, anti-oppressive, and equity-centered approaches in service delivery
- Demonstrated understanding of how gender identity, race, class, ability, and sexual orientation intersect with issues of gender-based violence and access to safety and healing
- Ability to remain grounded and non-punitive when responding to trauma-based behaviors or crisis situations, prioritizing safety, empathy, and connection
- Experience providing family-centered case management, crisis intervention, or child and family advocacy, ideally within a shelter or residential environment
- Knowledge of local community resources including housing, behavioral health, education, childcare, immigration, and legal systems
- Ability to build authentic, trusting relationships with children, caregivers, and colleagues through deep listening, empathy, and accountability
- Demonstrated ability to confront oppressive behavior or comments with curiosity, compassion, and courage
- Ability to examine one's own power, privilege, and biases in order to serve all survivors equitably
- Ability to communicate clearly and effectively, both verbally and in writing; proficiency with email, calendars, and participant data systems

- Ability to work independently and collaboratively with flexibility, humility, and adaptability in a communal living environment
- Ability to navigate complex systems while maintaining focus on problem-solving, participant autonomy, and trauma-informed care
- 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 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
- 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 moderate to loud.
- 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.