Case Coordinator – Court Support (APRAIS)

Full-time/Benefits Eligible

Bilingual (English/Spanish) Preferred

Tuesday – Saturday, 8:30 a.m. – 5:00 p.m.

Salary: $22.60/hour (not negotiable)

**Flexibility is needed to work outside of regular schedule to meet with participants, and Wiliness to meet with participant 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 Case Coordinator – Court Support (APRAIS) serves as the primary point of contact for referrals generated through the Arizona Intimate Partner Risk Assessment Instrument System in Pima County. APRAIS identifies survivors experiencing elevated risk through law-enforcement and criminal-legal-system contact. The Coordinator provides trauma-informed, survivor-centered follow-up focused on safety, stabilization, victims' rights, and navigation of criminal and related civil legal systems. As a member of Emerge's lay legal team, the Case Coordinator helps survivors understand legal processes and available options, prepares them for court involvement, provides court accompaniment, supports access to protective orders and other legal remedies, and coordinates referrals to attorneys and community legal resources. Using the Critical Time Intervention model, the Coordinator provides intensive, time-limited support during the critical period following system involvement.

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 an understanding of each participant's lived experience, identities, history, needs, and strengths through holistic engagement
- Develops authentic, trusting relationships with participants that center their autonomy, cultural values, and lived experiences
- Provides ongoing emotional support, education about domestic abuse, and crisis intervention with care and non-judgment
- Conducts risk assessments at intake and throughout services to ensure participant safety, dignity, and choice are centered
- Meets with participants as needed to provide consistent relational support and check on overall well-being

Legal & Systems Navigation

- Serves as Emerge's primary point of contact for the Pima County APRAIS Program and supports survivors identified as experiencing elevated intimate partner violence risk
- Responds to APRAIS hotline referrals and provides timely, trauma-informed follow-up, safety planning, and connection to appropriate services
- Provides court preparation, accompaniment, emotional support, and advocacy related to criminal and civil legal matters, including helping participants understand legal processes, victims' rights, courtroom procedures, and what to expect
- Supports participants in anticipating and navigating trauma responses before, during, and after court proceedings
- Advocates with participants and, with their informed consent, on their behalf when accessing legal, social service, medical, and other systems
- Identifies related legal needs and facilitates warm referrals to and collaboration with court advocates, legal-service providers, attorneys, law enforcement, victim-services professionals, and other community partners
- Provides legal information, procedural support, systems advocacy, and accompaniment within the authorized scope of the lay legal advocate role
- Maintains current knowledge of systems barriers and institutional violence, including their disproportionate effects on participants from marginalized communities

Participant Stabilization & Goal Planning

- Implements the Critical Time Intervention (CTI) model to guide time-limited, intensive support across phases of engagement

- Co-develops individualized, trauma-informed goal plans that prioritize stabilization and long-term success in areas such as safety, legal needs, housing, parenting, finances, education, and emotional wellness
- Supports participants in preparing for all possible court outcomes and setbacks, helping them build emotional regulation and resilience
- Reacts calmly and practically in crisis situations, using trauma-informed de-escalation strategies and preventive approaches
- Supports basic needs and resource access while helping participants navigate shared and independent living challenges

Accurate Documentation & Interdisciplinary Collaboration

- Collaborates closely with hotline staff, care teams, and lay legal team members to coordinate referrals and service delivery
- Maintains accurate participant documentation in the client services database in accordance with legal, licensing, and agency standards
- Tracks and monitors APRAIS referral outcomes and provides data for reporting to Pima County
- Attends required meetings and trainings to maintain program knowledge and support agency coordination
- Upholds confidentiality and adheres to all federal, state, and local regulations, as well as agency policies and procedures

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) Preferred

OTHER REQUIREMENTS

- Ability to obtain and maintain an Arizona Department of Public Safety fingerprint clearance card
- Ability to obtain and maintain CPR/First Aid certification
- Ability to travel to courts, community locations, and other service sites throughout Pima County
- Valid driver's license, current automobile insurance, and reliable transportation when driving is required to perform assigned duties
- Ability to meet Emerge's requirements for operating an agency or personal vehicle for work-related purposes

PHYSICAL DEMANDS

- Ability to work across office, court, and community settings, including remaining stationary and moving between locations for varying periods
- Ability to exchange accurate information with participants, colleagues, court personnel, and community partners through effective and accessible forms of communication
- Ability to operate standard office and communication equipment and carry materials ordinarily required for court accompaniment and community-based work

WORK ENVIRONMENT

This position works across professional office, court, and community settings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position

- Work settings may vary in noise level, privacy, accessibility, security procedures, and public activity
- The position routinely uses computers, phones, and other standard office and communication equipment
- The position requires travel between Emerge locations, courts, and community service sites
- The work may involve urgent situations, emotionally demanding circumstances, exposure to accounts of trauma, and support for participants experiencing distress or heightened emotional responses
- Court schedules, participant needs, and crisis-related circumstances may occasionally require adjustments to planned work activities

Emerge is an equal opportunity employer

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