

# Bilingual Case Coordinator – Community Based Services

Full-time/Benefits Eligible  
Bilingual (English/Spanish) **required**



Monday 11:30 am – 8:00 pm and Tuesday through Friday 8:30 am – 5:00 pm

In this position you will:

- partners with clients to develop and monitor case plans
- Provide individual and group sessions
- Develop a network of resources throughout the community to enhance the ability to be a liaison for clients

Emerge! Center Against Domestic Abuse provides domestic abuse crisis intervention and housing, prevention and education, and support and advocacy services to women and children. Emerge! is the largest domestic abuse shelter and provider of domestic abuse prevention and abuse programs in Southern Arizona.

**We're committed to making our community a safer place to live, work, and play.**

## ESSENTIAL DUTIES

- Responsible for implementing all programmatic and agency protocols as directed
- Develop, implement and monitor case plans with all clients
- Meet weekly with clients to help them achieve the desired outcomes
- Consistently reviews and updates clients' safety plans
- Responsible for ensuring clients successfully navigate the social systems in order to get the services they are requesting and helping remove any barriers
- Assist clients in understanding the court proceedings and helps them prepare for what to expect
- Provide support and guidance to clients to ensure orders of protection are obtained and facilitates access to additional legal support when necessary
- Provide referrals and resources to clients
- Facilitate support groups and talking circles under the direction of the Program Managers
- Respond appropriately to callers on the crisis line
- Network with community agencies, assessing available services appropriate to client needs
- Appropriately maintains accurate information in client services database entered in a timely manner

## QUALIFICATIONS

- Associate degree, Bachelor degree preferred
- Four years related experience in the social service field and/or in the area of domestic violence
  - Or an equivalent combination of education and/or experience
- Bilingual (English/Spanish) **required**

## REQUIRED COMPETENCIES

- Effective listening
- Excellent written and oral communication
- Knowledge of the dynamics of domestic violence
- Knowledge of the impact of trauma
- 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, calendars, document processing, spreadsheets and databases

**OTHER REQUIREMENTS**

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance  
(No action is needed to acquire fingerprint clearance or CPR/1<sup>st</sup> Aid prior to possible employment and Emerge! will cover expenses upon employment.)

**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 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

Emerge! is an equal opportunity employer