

# Emergency Services On Call

## Bilingual Preferred



**Position Schedule:** This is a very flexible position which does not have a regular schedule. Employees in this position help cover shifts for scheduled and unscheduled absences at our emergency shelter and/or at our hotline location. On-Call employees are expected to work a minimum of one (1) shift per week but may work up to 40 hours in a given week when coverage needs are high.

On-Call employees may know what shifts they will be working with advance notice (up to 2 or 3 weeks). In the event of unexpected absences; On-Call employees may be notified on the same day.

Please note: for consideration for this position, applicants must include a completed On-Call Application Addendum with their Emerge! Employment Application. The links below are for an electronic version or hard copy version to suit your needs. Thank you.

<http://www.emergecenter.org/wp-content/uploads/2014/07/On-Call-Application-Addendum-2017-Fillable.pdf> (Fillable)

<http://www.emergecenter.org/wp-content/uploads/2014/07/On-Call-Application-Addendum-2017.pdf> (Printable version)

In this position you will

- Respond to hotline calls, providing crisis counseling, information and resources
- Provide emotional safety and support to program clients and their children living in an emergency shelter
- Help meet basic needs and support the immediate needs of clients who are recent survivors of domestic abuse

### ESSENTIAL DUTIES - Hotline

- Provide hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conduct assessments to determine immediate needs
- Conduct basic mental health screenings and facilitate immediate intervention when appropriate
- Facilitate services under the Lethality Assessment Program with law enforcement agencies including lethality assessments
- Refer to Emerge! programs as appropriate and/or other community services
- Manage and document emergency situations and notify appropriate employees
- Supervise, train and monitor related volunteers as needed
- Provides information and referral to Emerge! programs as appropriate and/or other community services
- Ensure access to shelter for clients who do not need or meet the criteria for the Emerge! shelter by tracking availability of beds available through other community shelters
- Provide follow up calls to clients to ensure access to services and information related to lay legal needs and housing support and other services as needed

### ESSENTIAL DUTIES – Emergency Shelter

- Provide life skills education, and coaching to clients to support the healthy integration into the communal living environment of shelter
- Monitor clients self-administration of medications
- Support clients interactions and provides guidance or crisis intervention as needed

- Focus on building community among shelter clients by actively assisting and engaging clients in the shelter environment through the provision of support in accessing the computer, food activities, contributions, and other daily program activities
- Perform health and safety check rounds periodically throughout shift and monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate employees of needs

### **ESSENTIAL DUTIES – All Locations**

- Responsible for implementing all programmatic and agency protocols as directed
- Maintain appropriate employee/client boundaries
- Must have the ability to travel between shelter site and hotline main office

### **QUALIFICATIONS**

- Associate degree in Social Services or related field, Bachelor's degree preferred
- Two years of experience in Social Services
  - or an equivalent combination of education and/or experience
- Trauma related work experience preferred
- Bilingual (English/Spanish) preferred

### **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.)

### **REQUIRED COMPETENCIES**

- Knowledge of the dynamics of domestic violence
- Knowledge of the impact of trauma
- Ability to think critically and general solutions
- Ability to assess potential crisis situations and take appropriate action
- Ability to network efficiently with other agency personnel
- Work effectively as a team member
- Ability to work well independently and be self-motivated
- Effective time management skills
- Excellent written and oral skills
- Highly organized and able to multi-task
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases

### **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 fifty pounds

Emerge! is an equal opportunity employer