

# BILINGUAL CASE COORDINATOR – EMERGENCY SHELTER

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



**Tuesday 2:15p – 11:30p and Wednesday – Saturday 3:00p - 11:30p**

**\*The schedules for other work days may be flexed to allow for extra time worked each Tuesday**

Emerge Center Against Domestic Abuse provides domestic abuse intervention and prevention services, and is the largest domestic abuse service provider in Southern Arizona.

**We're committed to making our community a safer place for everyone. Join us!**

In this position you will:

- Utilize a trauma-informed care model to provide life skills and emotional support to program clients
- Provide crisis support to recent survivors of domestic abuse
- Provide case management and develop a plan with resources available throughout the community to meet the needs of program clients

## **ESSENTIAL DUTIES**

- Support clients at Emergency Shelter sites with positive integration to a communal living environment through the provision of support from a trauma informed care approach
- Responsible for implementing all programmatic and agency protocols as directed
- Develops, implements and monitors case plans with all clients
- Meets weekly with clients to help them achieve the desired outcomes
- Review and update clients' safety plans
- Ensure clients successfully navigate the social systems in order to get the services they are requesting and help remove any barriers
- Assist clients in understanding the court proceedings
- Provide support and guidance to clients to ensure orders of protection are obtained and facilitates access to additional legal support
- 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

## **EDUCATION & EXPERIENCE 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