

## **Crisis Clinician**

**Full-time/Benefits Eligible**



Position Schedule: Tuesday 11:30a – 8:00p and Wednesday through  
Saturday 7:30a – 4:00p \*

\* Flexibility is needed to work varied hours for emergency shelter support  
Monthly On-call rotation required

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:

- Function primarily doing crisis work in our emergency shelter
- Utilize a trauma informed care approach to providing clinical services, support, and assessment, to persons requesting services for domestic abuse
- Facilitate specialized groups
- Provide clinical coaching and guidance to assigned direct service employees including compassion fatigue groups at direct service sites

### **ESSENTIAL DUTIES**

- Evaluate and assess persons requesting services for domestic abuse
- Conduct comprehensive assessments, coordinate the development of case plans and complete all clinical documentation
- Develop, implement, update, and monitor progress on goals and objectives on individual case plans
- Develop curriculum and facilitate specialized groups
- Assist in development of and present in-service training to employees
- Provide professional development coaching to assigned employees including compassion fatigue groups
- Conduct/facilitate case and employee meetings
- Identify precipitating problems or symptoms and underlying issues
- Integrate assessment and observational data with clinical judgment to formulate an appropriate case plan
- Network with community agencies, assess available services appropriate to participant needs
- Assess potential crisis situations and take appropriate preventive action
- React timely and logically in crisis
- Respond appropriately to callers on the crisis line
- Address client complaints and facilitate use of the grievance procedure
- Maintain confidentiality of shelter site and participants
- Appropriately maintain accurate information in client services database entered in a timely manner
- Adhere to agency policies and procedures and all City, County, State and Federal regulations
- Attend trainings and meetings as required
- Rotate on-call responsibilities

### **QUALIFICATIONS**

- Master degree
- Five years' experience performing clinical work with families
  - Or an equivalent combination of education and/or experience

- Licensed by the Arizona Board of Behavioral Health Examiners as a social worker, professional counselor or family therapist preferred
- Bilingual (English/Spanish) preferred

## **REQUIRED COMPETENCIES**

- Effective listening
- Excellent written and oral communication
- Demonstrates effective summarization skills
- Effective forming of a therapeutic relationship
- Psychosocial rehabilitation skills
- Behavioral management techniques
- Effectively engages client in obtaining self-sufficiency
- Effectively demonstrates de-escalation of agitated clients
- 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/First 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
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer