

**Shelter Community Liaisons**  
**Full-time & Benefits eligible**  
Several Shifts Available



Sunday – Thursday 7:30a – 4:00p Bilingual (English/Spanish) Preferred

Tuesday 2:15p – 11:30p, Wednesday – Saturday 3:00p – 11:30p\* Bilingual (English/Spanish) **Required**

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

*The following schedules are considered to be Floater shifts\*\**

**\*\*When there are staffing needs due to leave requests or illness – the employees in these shifts may be asked to come in earlier and/or stay later. There may also be changes to the days worked due to agency needs.** These schedules require a great deal of flexibility for the employee.

Tuesday – Saturday 12:30p – 9:00p\*\* Bilingual (English/Spanish) Preferred

Tuesday 8:15a – 4:45p and Wednesday – Saturday 7:30a – 4:00p\*\* Bilingual (English/Spanish) **Required**

Sunday – Thursday 3:00p – 11:30p\*\* Bilingual (English/Spanish) **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!**

This position supports Clients at Emergency Shelter sites with positive integration to a communal living environment through the provision of support from a trauma-informed care approach. Ensure the efficient daily operations of the emergency shelter including the day to day operation of emergency shelter kitchen utilizing the Community Contribution and Recognition Program while ensuring safety and support for Clients.

In this position you will:

- 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
- Respond to hotline calls, providing crisis counseling, information and resources

**ESSENTIAL DUTIES**

- Provide life skills education, and coaching to Clients to support the healthy integration into the communal living environment of shelter
- Assist Clients in understanding the communal living guidelines of the program by actively engaging in building life skills around communication, boundaries and safety
- Support Client interactions and provides guidance or crisis intervention
- Utilize a holistic model/approach to supporting Clients in the kitchen environment, maintenance of a clean and healthy personal living space (Client rooms), and use of communal living spaces while being mindful of possible triggers related to trauma and abuse as well as cultural backgrounds.

- Focus on developing Clients self-esteem and confidence, utilizing a strengths perspective, in preparation for self-sufficiency by assisting Clients in navigating life at shelter and in navigating resources in the community that support their identified goals
- Provide referrals and resources to Clients
- Provide Domestic Abuse education; power, control, coercion, as appropriate with Clients in relation to experiences in a communal living environment, shared living spaces and in the kitchen and/or around food
- Facilitate peace circles to ensure productive management of conflict situation between and among Clients
- Provide support to Clients to ensure successful implementation of Plans for Success in the shelter environment
- 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 checks rounds periodically throughout shift and monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate employees of needs
- Be available to assist Clients who prepare dinner for the community
- Maintain the organization and cleanliness of the kitchen environment
- Provide back-up in responding to callers on the crisis line

### **QUALIFICATIONS**

- Associate degree in Social Services or related field, 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**/Preferred based on shift

### **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**

- Successful completion of PCHD Food Handler's Course, Community Food Bank Food Safety and Civil Rights Classes through the Community Food Bank
- Effective listening and time management skills
- Excellent written and oral communication
- Highly organized and able to multi-task
- Knowledge of:
  - dynamics of domestic violence
  - the impact of trauma
  - group facilitation and dynamics
- Ability to:
  - assess potential crisis situations and take appropriate action
  - network efficiently with other agency personnel
  - Work effectively as a team member
  - work well independently and be self-motivated
- 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