



Employment Opportunity:

# FIRST RESPONDER

## OVERVIEW

First Responders are a vital part of our 24-Hours Services program. First Responders support First Step's mission by providing crisis intervention for Residential (Shelter) clients, 24-hour help-line callers and survivors in First Steps' Assault Response program.

First Responders work in the agency's Residential facility where interactions with survivors will be both in person and by telephone.

First Step provides comprehensive training and supervision to all employees.

## LOCATION:

Wayne Office

## REPORTS TO:

Residential Team Lead

## POSITION TYPE

Non-exempt, full time, hourly pay

## PAY RANGE:

\$19 - \$20/hour

## SCHEDULE:

Midnights, Sunday, Monday, Wednesday, Thursday and Friday, includes some agency closure days.

## START DATE:

Immediate

**TO APPLY:** <http://www.firststep-mi.org/careers/job-application/>

*No phone calls please.*

## RESPONSIBILITIES

- Answer 24-hour hotline and provide active listening, referrals and safety planning to survivors in a non-judgmental manner
- Be creative, thoughtful, and relentless in removing barriers to safety and security for survivors that align with their choices
- Provide support and crisis intervention for survivors in face-to-face, telephone, and group sessions at the residential facility
- Provide services to residential clients, meeting their basic needs including transportation
- Must always maintain office security
- Accurately and efficiently document all client interactions
- Responsible for consistently and proactively cleaning and sanitizing all high touch/high traffic areas
- Assist with maintaining organization in the residential facility.
- Reliably adhere to assigned schedules with punctuality
- Adhere to all agency policies and procedures, both personnel and programmatic
- Attend all scheduled staff meetings and in-service meetings
- Review email, alerts, and agency announcements during each shift
- Support and carry out First Step's mission, vision, and values
- Work to achieve agency strategic goals of program excellence, valuing resources, building capacity, and promoting community action

## QUALIFICATIONS

- BSW/BA in Human Services preferred or equivalent experience
- Demonstrated experience working effectively with people from diverse racial, economic, and cultural backgrounds
- Experience with crisis intervention, sexual assault, and domestic violence survivors
- Ability to handle crisis situations effectively
- Strong oral, written communication, and active listening skills
- Excellent organizational and computer skills including database management
- Demonstrated initiative and adhering to high professional standards
- Caring, empathetic, client-centered approach
- Comfortable working independently as part of a team
- Ability to travel between sites in Wayne County
- Ability to lift 30 pounds on occasion
- Bilingual a plus

## REQUIREMENTS

Must be at least 18 years old and satisfy criminal background checks, DHHS child abuse registry check, sex offender registry check, driving check. Must have and maintain a valid MI driver's license, excellent driving record, reliable transportation, and current auto insurance. These requirements will be re-checked throughout employment.

## BENEFITS

Agency provided health, dental, optical insurance after 60 days. Agency provided Life and LTD insurance after 60 days. EAP. Voluntary insurance benefits and Dependent Care FSA available after 60 days. Employer contribution to 401k. Annual PTO and floating holidays. Accrued paid flex time. Agency Closure Days off with pay.