



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 Part-time, up to 30 hours/week, hourly pay

PAY RANGE:

\$17-\$19/hour

SCHEDULE:

Variety of shifts; days, evenings, weekends, midnights, including agency closure days

START DATE:

Immediate

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

No phone calls please.

RESPONSIBILITIES

- Provide crisis intervention and emotional support to survivors who are in emotional distress
- Provide information and referrals to survivors seeking First Step Services
- Handle both in-person and telephone interactions with survivors in a non-judgmental manner
- Ensure the proper level of support is provided in an efficient manner to survivors
- 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
- Complete special projects as requested/assigned by the Program Coordinator
- 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

QUALIFICATIONS

- BSW/BA in Human Services preferred, equivalent experience will be considered.
- 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 and 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

- Employee Assistance Program
- Employer contribution to 401k plan
- Overtime pay for worked time on agency closure days
- Opportunities for advancement

First Step is an equal opportunity employer | REV. Jun 2022