RESPONSIBILITIES

- Answer 24-hour helpline and service walk-in clients, providing active listening, referrals, safety planning, LAP and Crisis Response in a non-judgmental manner.
- Conduct initial Lethality Assessment to determine crisis management needs with survivors, as necessary.
- Empower and engage clients by providing client-specific advocacy, support, and safety planning with 24-hour helpline callers.
- Meet identified client needs including information, resources, and referrals while protecting the client’s confidentiality and rights.
- Follow client support plans as stated in client files.
- Maintain communication with supervisor about high-risk client situations.
- Consistently and accurately complete agency database entries.
- Assist with mentorship of intern and volunteer support staff.
- Attend all scheduled staff and in-service meetings.
- Participate in debrief sessions and communicate identified client needs.
- Understand and support First Step’s philosophy of empowerment, education, and prevention of violence.
- Support and carry out First Step’s mission, vision, and values.

QUALIFICATIONS

- BSW/BA in Human Services recommended or equivalent experience, Master’s degree/MSW a plus.
- Significant experience working within the context and dynamic of domestic violence and sexual assault.
- Experience and capability to manage and respond to crisis situations with professionalism and empathy.
- Experience and ability to work effectively with people from diverse racial, economic, and cultural backgrounds.
- Must have empathy and passion for working with survivors using a client-centered approach.
- Must be able to maintain professional boundaries, high level of confidentiality and comply with all agency policies and procedures.
- Excellent organizational and computer skills.
- Excellent oral, written, active listening and reflective conversation skills.
- Ability to lift 30 pounds on occasion and to travel between sites.
- 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


Please, no phone calls or emails.