



**First Step**  
Peaceful Families • Safe Communities  
Employment Opportunity:  
**Residential  
Program Aide**

### OVERVIEW

The Residential Program Aide is an integral part of First Step's residential services. This position is dedicated to ensuring the delivery of comprehensive and confidential services to survivors within our 24-hour residential facility. In addition to meeting the needs of survivors, the Residential Program Aide actively supports the day-to-day operations, maintenance, and upkeep of the residential facility.

The Residential Program Aide takes a proactive and trauma-informed approach to survivor care, not only facilitating intake and transition into shelter but also demonstrating a commitment fostering a welcoming environment, cultivating positive interactions with survivors, and creating community for survivors.

First Step works hard to create a workplace that is dynamic. We encourage people with diverse identities and experiences who are excited about equity and social justice to apply.

First Step provides comprehensive training and supervision to all employees.

### LOCATION:

Wayne Office

### REPORTS TO:

Residential Program Coordinator

### POSITION TYPE: NON-EXEMPT

Part-time, up to 26 hours/week, hourly pay

### PAY RANGE:

\$19 / hour

### SCHEDULE:

Saturdays and Sunday's, 4:00 pm – 12:00 am, includes some agency closure days, possible midnights and other shifts as needed.

### START DATE:

Immediate

**TO APPLY:** <https://www.firststep-mi.org/jobapplication/>

*Please, no phone calls or emails.*

### RESPONSIBILITIES

- Facilitate intakes and transition into shelter and community living
- Prepare suites for move-ins and oversee upkeep of community spaces
- Cultivate a welcoming environment for survivors and their children, establishing positive interactions
- Maintain survivor confidentiality and proactively address needs and concerns in an empathetic and empowerment-based manner
- Ensure safety and security of Wayne building, including shelter, entrances, offices, hallways, community spaces, and parking lot
- Accept, sort, store, and manage donations and residential linen supply
- Consistently and proactively clean, sanitize, and organize the residential facility, especially frequently touched and high traffic areas
- Oversee agency vehicles including all upkeep and agency repairs, cleaning, gas level, and mileage
- Answer 24-hour helpline, as needed; provide active listening, referrals, and safety planning in a non-judgmental manner
- Attend all staff and client support meetings, in-service training, and complete assigned independent trainings
- Understand and support First Step's philosophy of empowerment, education, and prevention of violence
- Actively support and carry out First Step's mission, vision, and values

### QUALIFICATIONS

- High school diploma, GED recommended or equivalent experience
- Experience working in a customer service capacity
- Demonstrated 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
- Ability to maintain professional boundaries, high level of confidentiality and comply with all agency policies and procedures
- Comfortable working independently and as part of a team
- 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

Employee Assistance. Employer contribution to 401k. Overtime pay for all worked Agency Closure Day. Opportunities for advancement.