



Employment Opportunity:

# CRISIS SUPPORT SPECIALIST

## OVERVIEW

The Crisis Support Specialist is a core member of First Step's 24-Hour Services team. This role supports First Step's mission by providing trauma-informed crisis intervention, confidential support, information, and resources to survivors of domestic and sexual violence. They actively contribute to the team by holding occasional on-call responsibilities, collaborating on crisis plans, conducting follow-ups, leading debriefs, and acting as a shift lead.

Additionally, the Specialist plays a vital role in community outreach and education projects, participates as a trainer/facilitator, and provides immediate assistance to clients', as needed.

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:

All First Step sites; Ability to travel between agency sites and other established safe locations as needed

## REPORTS TO:

Residential Program Coordinator

## POSITION TYPE: NON-EXEMPT

Full-time, 37.5 hours/week, hourly pay

## PAY RANGE:

\$20 / hour

## SCHEDULE:

Sunday – Thursday, 8:30 am – 4:30 pm

## START DATE:

Immediate

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

*Please, no phone calls or emails.*

## 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 as needed while protecting client confidentiality and rights.
- Collaborate with additional staff to develop crisis support plans for identified hotline callers as needed.
- Communicate with supervisor about high-risk client situations.
- Consistently and accurately maintain client records, service statistics, database entries and case examples for reporting purposes.
- Assist with training and support for the Crisis Response Program.
- Assist with mentorship of intern and volunteer support staff.
- Respond to scheduled, on-call shift needs.
- Attend all scheduled debriefs, staff meetings, client support meetings, in-service trainings, and complete all assigned independent trainings.
- Commitment and ability to represent agency in community settings.
- 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.
- 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

Agency provided health, dental, optical, life and long-term disability insurance after 60 days. Employee Assistance Program, Voluntary insurance benefits available after 60 days. Employer contribution to 401k. Annual paid time off and floating holidays. Accrued paid flex time. Agency closure days off with pay.