



## Employment Opportunity: **CRISIS INTERVENTION ADVOCATE**

### OVERVIEW

The Crisis Intervention Advocate is a vital member of the 24-Hour Services Team.

The Crisis Intervention Advocate supports First Step's mission by providing trauma-informed support, crisis counseling, advocacy, and resources to survivors of intimate partner violence (IPV) and sexual assault.

The Crisis Intervention Advocate will work under the supervision of the 24-Hour Services Program Coordinator to assist in the continued development and implementation of First Step services. The Crisis Intervention Advocate will form strong partnerships with various systems to enhance systems change and response to IPV and sexual assault.

First Step provides comprehensive training and supervision to all employees.

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.

### LOCATION:

All First Step sites; Ability to travel between agency sites and assault response locations in Wayne County.

### REPORTS TO:

24 Hour Services Program Coordinator

### POSITION TYPE: NON-EXEMPT

Full-time, 37.5 hours/week, hourly pay

### PAY RANGE:

\$23 / hour

### SCHEDULE:

Weekdays, 9:00 am – 5:00 pm, with an occasional evening shift.

### START DATE:

Immediate

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

*Please, no phone calls or emails.*

### RESPONSIBILITIES

- Ability to work collaboratively with all across all agency programs
- Empower walk-in, LAP, and Crisis Action Team (CAT) clients through nonjudgmental advocacy, crisis counseling, trauma-informed support, and safety planning
- Complete a minimum of one helpline shift & one CAT shift monthly
- Answer 24-hour hotline, providing nonjudgmental active listening, referrals, and safety planning
- Conduct lethality & crisis assessments to determine client needs
- Provide consistent crisis support follow up including the development of crisis support plans for all clients.
- Conduct shelter intakes and crisis assessments w all residential survivors.
- Willingness and ability to keep supervisor informed about high-risk client situations
- Assist with training and support for the 24 Hour Services Program
- Actively participate in mentorship of staff, interns, and volunteers
- Create and facilitate support groups as assigned
- Accurately maintain client records, agency database entries, service statistics and case examples for reporting purposes
- Attend all scheduled staff meetings, trainings, scheduled debriefs and client support meetings
- Commitment and ability to represent the agency in various settings
- Understand and support the First Step philosophy of empowerment, education, and prevention of violence
- Support and carry out First Step's mission, vision, and values

### QUALIFICATIONS

- Bachelor's degree in Human Services or related field (BSW/BA required; MSW preferred) or equivalent experience
- Significant experience working within the context and dynamics of intimate partner violence, and sexual assault
- Compassionate, organized, reliable, and emotionally intelligent
- Ability to respond to crisis situations with empathy and professionalism
- Strong interpersonal, verbal, written, and active listening skills
- Ability to work independently and as part of a team
- Experience working with diverse racial, cultural, and economic communities
- Commitment to client-centered practice, healthy boundaries, and confidentiality
- Must be caring, empathetic and have a passion for working with survivors using a client-centered approach
- Ability to lift up to 30 lbs; bilingual candidates encouraged to apply

### 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, vision, life, and LTD insurance after 60 days; Employee Assistance Program; optional voluntary benefits after 60 days; an employer-matched 401(k); paid time off, ESTA, floating holidays, and accrued flex time; and paid agency closure days.