



## Employment Opportunity: **CRISIS SUPPORT RESPONDER**

### OVERVIEW

The Crisis Support Responder is an integral member of First Step's 24-Hour Program. 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.

The Responder provides critical crisis support to callers on First Step's 24-hour helpline. They play a crucial role in identifying client needs and escalating them to appropriate channels, and executing crisis intervention and response based on established crisis plans.

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

Part-time, up to 29 hours/week, hourly pay

### PAY RANGE:

\$19 / hour

### SCHEDULE:

Days, evenings, weekends, and/or occasional  
Midnights; Flexible availability a plus

### 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 while protecting the client's confidentiality and rights.
- Provide essential support and care for residential clients and families, assisting them in navigating their journey toward safety and empowerment
- 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.
- Attend all staff and client support meetings, in-service training, and complete assigned independent trainings
- Participate in debrief sessions and communicate identified client needs.
- 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

- 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

ESTA Accrued Time Off. Employee Assistance Program. Employer match contribution to 401k. Overtime pay for all worked Agency Closure Days. Opportunities for advancement.