



FIRST STEP WESTERN WAYNE COUNTY PROJECT ON DOMESTIC AND SEXUAL VIOLENCE

Since 1978, First Step has proudly served Wayne County, Michigan with the mission to end domestic violence and sexual assault while providing free, life-saving services to survivors and their families.

JOB TITLE: 24 Hour Services Program Coordinator

GENERAL STATEMENT OF FUNCTION:

Under the supervision of the Director of Programs, the 24-hour Services Program Coordinator provides leadership, coordination, and direct advocacy within the agency's residential shelter and 24-hour helpline programs serving survivors of domestic violence and sexual assault. This position ensures that services are delivered in a trauma-informed, survivor-centered, culturally responsive, and empowerment-based manner that prioritizes safety, dignity, and long-term stability.

The 24-hour Services Program Coordinator provides crisis intervention, conducts lethality assessments, and engages survivors in individualized safety planning to address immediate and ongoing risks. The position supports survivors in navigating complex systems and removing barriers related to housing, economic stability, legal protections, healthcare access, and other essential services. Through coordinated advocacy and community collaboration, the role promotes pathways toward safe housing and sustained independence.

In addition to direct services, this position supervises residential advocacy staff and volunteers, ensuring quality service delivery, adherence to agency policies, and compliance with confidentiality and funding requirements. The Program Coordinator oversees documentation, data collection, and quality assurance processes, and contributes to program development and strategic initiatives that strengthen residential services.

LOCATION: Residential Shelter and other First Step sites as needed.

REPORTING: Director of Programs

TYPICAL DUTIES:

Strategic Leadership & Program Oversight:

- Assist in developing, updating, and implementing residential program protocols that ensure consistent, high-quality, trauma-informed services.
- Develop linkages between residential and non-residential programs to ensure continuity of care.
- Support strategic planning initiatives that build agency capacity and program excellence.
- Collaborate with the Director of Programs to research, design, and implement new or expanded programming to meet emerging survivor needs.

Staff Supervision & Development:

- Provide direct supervision to 24-hour/Residential staff (residential aides, crisis support staff, and advocates) including hiring, onboarding, scheduling, timesheet oversight/approval, and performance management
- Provide ongoing coaching to ensure trauma-informed, survivor-centered service delivery.
- Develop staff schedules to ensure 24/7 coverage of shelter and helpline operations.
- Oversee emergency response (CAT) program
- Promote staff wellness and secondary trauma prevention strategies.
- Provide ongoing supervision, coaching, and professional development
- Facilitate regular team meetings, case conferences, and participate in leadership meetings

- Promote team resilience, healthy boundaries, and trauma-informed workplace practices

Service Delivery & Crisis Support:

- Ensure all client services are delivered with compassion, confidentiality, and empowerment-based practices
- Maintain strong understanding of survivor safety planning, risk assessment, and coordinated response protocols
- Provide crisis intervention and emotional support via the 24-hour helpline and in-person within the residential shelter as needed
- Conduct lethality assessments and engage survivors in individualized, ongoing safety planning.
- Conduct residential intakes, housing assessments, and stabilization planning as needed
- Support survivors in securing safe and stable housing, including advocacy with landlords, credit bureaus, and utility companies.
- Assist survivors in addressing economic stability, including budgeting, employment resources, and access to public benefits.
- Provide referrals and active advocacy with legal, medical, mental health, child welfare, and other community systems.
- Serve as on-call back-up as required.

Compliance & Community Collaboration:

- Ensure accurate, timely, and confidential documentation of all services in compliance with agency, state, and federal standards.
- Conduct regular file reviews to ensure timely, accurate documentation and compliance with best practices and funding requirements
- Submit required data and narrative reports for grants and funding proposals.
- Maintain strict confidentiality in accordance with federal and state laws
- Collaborate with community partners to strengthen systemic responses to domestic and sexual violence.

Mission Alignment:

- Understand and uphold First Step's philosophy of empowerment, education, and violence prevention
- Actively support and advance the agency's mission, vision, and values
- Ensure services are culturally responsive, inclusive, and accessible to survivors from diverse racial, economic, cultural, gender, and identity backgrounds.
- Promote an anti-oppression framework within residential services and staff practices.
- Foster an environment of safety, respect, accountability, and non-violence

QUALIFICATIONS: Bachelor's degree in Social Work, Human Services, Psychology, or a closely related field; a Master's degree is preferred. The ideal candidate will have demonstrated experience in crisis intervention and direct service work with survivors of domestic violence and sexual assault, along with a strong understanding of trauma-informed care, power and control dynamics, and survivor-centered advocacy. Experience supervising paid staff and/or volunteers is strongly preferred, as is the ability to provide leadership in high-stress, crisis-driven environments.

Candidate must have strong organizational skills, sound professional judgment, and the ability to manage multiple responsibilities while maintaining attention to detail and confidentiality. Excellent written and verbal communication skills are required, along with the ability to work both independently and collaboratively within a team setting.

Candidates must have experience working effectively with individuals from diverse racial, cultural, socioeconomic,

gender, and identity backgrounds, and must demonstrate cultural humility and an understanding of intersectionality in service delivery. A caring, empathetic, and client-centered approach is essential. Bilingual skills are highly desirable.

A valid Michigan driver's license, reliable transportation, current automobile insurance, and an excellent driving record are required, as the position involves travel throughout Wayne County. The candidate must be able to work a flexible schedule, including some evenings, weekends, and on-call responsibilities. The ability to occasionally lift up to 30 pounds is required. Employment is contingent upon passing and maintaining acceptable criminal, sex offender, and child abuse background checks

CLASSIFICATION: For purposes of employment standards, this classification is "exempt" from the overtime provisions of the Fair Labor Standards Act. This is a full-time, salary position.

SALARY AND COMPENSATION: Base salary. Comprehensive benefits package includes medical, dental, vision, 401k match, life and LTD insurance, PTO, floating holidays, agency closure days, ESTA, and flex time.

To apply please complete an online application via <https://www.firststep-mi.org/jobapplication/>