



Employment Opportunity:

Residential Program Aide Part-Time Midnights

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 individuals and families impacted by domestic and sexual violence, the Residential Program Aide actively supports the day-to-day operations, maintenance, and upkeep of the 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 to fostering a welcoming environment, cultivating positive interactions with survivors, and creating community for all.

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:

Wayne Office

REPORTS TO:

Residential Program Coordinator

POSITION TYPE: Part-time, up to 26hrs per week, hourly pay (non-exempt)

PAY RANGE:

\$19 / hour

SCHEDULE:

12:00 am – 8:00am: Saturday and Sunday, includes some agency closure days

START DATE:

Immediate

TO APPLY:

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; 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 while exercising cultural competency
- 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
- Bilingual a plus

REQUIREMENTS

Must be at least 18 years old and satisfy criminal background, DHHS child abuse registry, sex offender registry, and driving record checks. Must maintain a valid MI driver's license, reliable transportation, current auto insurance, and acceptable driving record throughout employment. Ability to occasionally lift up to 30 pounds and to travel between sites.

BENEFITS

Options for agency provided health, dental, and vision insurance after 60 days. Agency provided life and long-term disability insurance after 60 days. Employee Assistance Program. Additional voluntary insurance benefits and Dependent Care FSA available after 60 days. Employer contribution to 401k. Annual PTO, floating holidays, ESTA, accrued paid flex time, and Agency Closure Days off with pay.