



## Employment Opportunity: **COMMUNITY RESPONSE TEAM LEAD**

### OVERVIEW

The Community Response (CR) Team Lead is a valuable member of the Community Response Team. This role supports First Step's mission by providing trauma-informed support, crisis counseling advocacy, and resources to survivors of domestic violence and sexual assault.

The Team Lead works in collaboration with police officers, prosecutors, probation officers, and others to enhance systems response to domestic violence and sexual assault. They also work collaboratively with the CR Program Coordinator in identifying gaps in services and maintaining day-to-day operations to meet emerging advocate and survivor needs.

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:** Ability to travel between all agency sites across Wayne County

**REPORTS TO:** CR Program Coordinator

**POSITION TYPE:** Full-time, 37.5 hours/week

**PAY RANGE:** \$26 / hour pay

**SCHEDULE:** Weekdays. Some evenings with occasional on-call shifts or weekends required

**START DATE:** Immediate

**BENEFITS:** Option 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.

### RESPONSIBILITIES

- Process cases, client needs, and CPS reporting responsibilities with team members
- Empower clients by providing client-specific advocacy, crisis intervention, safety planning, and personal protection order support
- Meet identified client needs including information, resources and referrals to other service providers, as needed
- Ability to work collaboratively with the Volunteer Specialist to oversee and delegate tasks to volunteers and interns
- Assist the CR Program Coordinator in the development and implementation of new program policies and procedures
- Ability to work with and establish strong partnerships with various systems to enhance system change and response to domestic and sexual violence
- Accurately maintain client records, service statistics, and case examples for reporting purposes
- Consistently and accurately complete entries into agency database
- Coordinate and deliver training for law enforcement, court personnel, and community members
- Act as a leadership designee in the CR Program Coordinator's absence
- Assist with the Crisis Action Team and Lethality Assessment Program, as needed
- Commitment and ability to represent the agency in various community 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

- BSW/BA in Human Services recommended or equivalent experience, Master's degree/MSW a plus
- Significant experience in crisis counseling, domestic violence, and sexual assault
- Experience and knowledge of court advocacy and procedures
- Experience and ability to work effectively with people from diverse racial, economic, and cultural backgrounds
- Capability to respond to and handle crisis situations effectively
- Must be caring, empathetic, and have a passion for working with survivors using a client-centered approach
- Must be able to maintain professional boundaries and comply with all agency policies and procedures
- Ability to work independently and with supervision
- Excellent oral, written, active listening, and organization skills
- Bilingual a plus

### REQUIREMENTS

Must be at least 18 years old and satisfy criminal background, DHHS child abuse registry, sex offender registry, 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 30 pounds.

**TO APPLY:** [firststep-mi.org/careers/job-application/](https://firststep-mi.org/careers/job-application/)  
*No phone calls please.*