



Job Description

First Contact Specialist (Day shifts) (Part-time, Regular, Non-Exempt from Overtime) November 2018

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of intimate partner violence. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders
- Perform quality work within deadlines
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

Position Purpose

First Contact Specialists provide telephone and in-person coverage to respond to the needs of domestic violence survivors. First Contact Specialists ensure that every person who initiates contact with Safe Passage – regardless of the mode of engagement – receives warm, competent, individually- and culturally-responsive assistance consistent with agency protocols and professional best practice. First

Contact Specialists staff Safe Passage's hotline as well as reception in the community-based office. This includes the day to day functions of the office as well as providing a trauma-informed environment, resources, referrals, and information to individuals who access Safe Passage. First Contact Specialists are responsible for a variety of administrative duties in conjunction with programmatic and agency needs.

Reports to: Program Coordinator

Office Reception

- Answer telephones, greet and orient visitors and clients to the office, direct calls, and convey information, make referrals.
- Maintain a confidential, trauma-informed, survivor-centered, and professional office environment.
- Help create a positive working environment for staff, volunteers, and interns.
- Uphold agency policies and procedures including, but not limited to, security and confidentiality.

Counseling & Support Services

- Ensure culturally competent, gender-inclusive, individually responsive service to survivors of domestic violence, their social supports, and other members of the community.
- Employ multicultural empowerment model of service.
- Provide crisis intervention, safety planning, high-risk assessment, emotional support, information and resources to callers, in person and on the telephone.
- Provide reception and hotline staffing within Safe Passage's community-based program to provide counseling/advocacy to survivors of domestic violence.

Program Administration

- Maintain clear record keeping and documentation in accordance with agency, program, and funding requirements.
- Participate in case sharing.
- Attend required program, supervision, and collaboration meetings.
- Administrative support work including but not limited to word processing, copying, organization, and any other projects in conjunction with staff.
- Submits reports and information as needed for reporting to funders, board of directors, and others.

Shifts: This is a part-time position with weekday shifts generally between the hours of 9am to 5pm, Monday through Friday.

Qualifications:

Required

- High School diploma or GED required
- Commitment to equality and social justice

- Experience working in a diverse, multicultural workforce
- Exceptional judgment, discretion, and professional/interpersonal boundaries
- Experience providing administrative support in an office environment
- Ability to support survivors in crisis with empathy while maintaining professional boundaries
- Experience working with GSuite: Google Drive, Google Calendar, Gmail, Google Doc and Sheets
- Demonstrated understanding of domestic violence as well as its effects trauma on survivors of domestic violence
- Ability to advocate effectively on behalf of clients
- Ability to represent Safe Passage in a professional manner
- Proficiency across the following skills: verbal and written communication, collaboration, organization, attention to detail, and ability to prioritize and manage multiple tasks

These skills are a plus:

- Bilingual (Spanish and English).
- Experience working with survivors of trauma.
- Completion of training consistent with MGL c. 233 s. 20K: “Domestic violence victims’ counselor”, a person who is employed or volunteers in a domestic violence victims’ program, who has undergone a minimum of twenty-five hours of training and who reports to and is under the direct control and supervision of a direct service supervisor of a domestic violence victims’ program and whose primary purpose is the rendering of advice, counseling, or assistance to victims of abuse.”

Work Hours: This is a part-time position with weekday shifts generally between the hours of 9am-5pm, Monday through Friday.

Classification, Benefits, and Compensation: This is a regular, part-time, non-exempt position. We offer a comprehensive benefits package. Starting salary will be competitive and based on experience and qualifications.

To Apply: Send cover letter and resume to sjobs@safepass.org with the subject line of “First Contact Specialist--Days.” Application deadline is December 10th, 2018. Applications may be considered after the deadline until position is filled.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

