



**Position Description**

<b>Position Title: First Contact Specialist- Day</b>	<b>Supervisor: Programs Manager</b>
<b>Department: Direct Service</b>	<b>Full- or Part-Time: Part-Time</b>
<b>FLSA Status: Overtime Non-Exempt</b>	<b>Starting Salary: \$17/hour</b>
<b>Position Code:</b>	<b>Revision Date: March 2020</b>

**Position Summary**

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.

**Essential Functions**

*Office Reception*

- Answer telephones, direct calls, greet and orient visitors and clients to the office.
- 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 caller, 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.

**Work Hours**

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

**Hiring Requirements**

**Education:** High School diploma or GED required

**Knowledge, Skills & Abilities:**

*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
- 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
- Ability to support survivors in crisis with empathy while maintaining professional boundaries
- Proficiency across the following skills: verbal and written communication, collaboration, organization, attention to detail, and ability to prioritize and manage multiple tasks

*Preferred:*

- 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.”

**Tools & Technology Requirements:***Required*

- Experience working with GSuite: Google Drive, Google Calendar, Gmail, Google Doc and Sheets

**About Safe Passage**

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic 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.

**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.

**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.

For more information about Safe Passage and domestic violence, visit our website at [www.safepass.org](http://www.safepass.org).

### Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We are advocates for self-care and work-life balance, and our compensation package reflects this. Full-time employees receive 15 days of accrued vacation for the first year, and 20 days in the second year of employment. We additionally provide three personal days, and ample holiday and sick time. Benefits are consistent with Safe Passage's personnel policies and relevant state and federal laws.

### Application Instructions

**Apply:** Send cover letter and resume to [spjobs@safepass.org](mailto:spjobs@safepass.org) with the subject line of "First Contact Specialist-Day." Applications will be prioritized through March 23, 2020, and on a rolling basis thereafter until the position is filled.

<b>Estimate of Physical, Environmental and Cognitive Requirements</b>				
<b>Physical / Environmental Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Lifting under 40 lbs.	X			
Lifting over 40 lbs.	X			
Dusty Environment	X			
Cramped Quarters	X			
Using Oil or Chemicals	X			
Standing		X		
Climbing Ladders	X			
Uneven Surfaces	X			
Exposure to Fumes/ Orders	X			
Exposure to Heat / Cold Temps	X			
Working Inside and Outside	X			
Climbing Stairs	X			
Sedentary Work				X
Typing / Data Entry/ Computer			X	
Stooping	X			
Driving	X			
Walking	X			
Walk on Wet, Uneven, Slippery Surfaces	X			
Potential Exposure to Infectious Diseases	X			
Protective Equipment Required	X			
Phone Communications			X	
Bending	X			
Twisting Neck	X			
Bending at Waist	X			
Crawling	X			
Working in Confined Space	X			
Simple hand grasping 1 or both hands	X			
Fine manipulation 1 hand	X			
Fine manipulation both hands	X			
Repetitive Movement: Hand, Arms	X			
Reaching below shoulder height	X			
Reaching above shoulder height	X			
Repetitive movement: foot	X			
Kneeling	X			
Hearing			X	

Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	X			
Reaching/Pulling/Pushing	X			
Acuity, Far – Clarity of vision at 20 feet or more		X		
Acuity, Near – Clarity of vision at 20 inches or less		X		
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.		X		
<b>Physical / Environmental Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.	X			
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.	X			
Color Vision – Ability to identify and distinguish colors.		X		
<b>Cognitive Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Communications Oral				X
Communication Written			X	
Mechanical Concepts	X			
Interpreting Skills	X			
Implementing		X		
Evaluating		X		
Organizing			X	
Consulting	X			
Analyzing		X		
Presenting	X			
Supervising	X			
Ability to Deal With:				
• Stressful situations			X	
• Trauma, grief, death			X	
• Public Contact			X	

Decision Making			X	
Work with Others			X	
Work Alone			X	
Concentration			X	
Comprehend and follow instructions			X	
Relate to Others			X	
Influence Others			X	
Perform complex or varied tasks		X		