



**First Contact Specialist
Position Description**

Position Title: First Contact Specialist	Supervisor: Programs Manager
Department: Direct Service	Employment Status: Part-time, 17 hours/week
FLSA Status: Overtime Non-Exempt	Starting Salary: \$17/hour
Position Code: Essential Employee	Revision Date: July 2021

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. The position is responsible for a variety of administrative duties.

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 part-time, non-exempt position with a regular schedule of 17 hours per week, Monday – Friday. Hours of work are negotiable between 9am and 7pm.

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

Tools & Technology Requirements:

Required

- Experience working with GSuite: Google Drive, Google Calendar, Gmail, etc.

About Safe Passage

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 and 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.

Benefits

Full-time employees receive 15 days of accrued vacation for the first year, and 20 days in the second year of employment. Additionally, full-time employees receive 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 with the subject line of “First Contact Specialist-Day.”