



**First Contact Specialist  
Position Description**

<b>Position Title: First Contact Specialist</b>	<b>Supervisor: Programs Manager</b>
<b>Department: Direct Service</b>	<b>Employment Status: Full-time, 35 hours per week, M - F, 9am - 5pm</b>
<b>FLSA Status: Overtime Non-Exempt</b>	<b>Starting Salary: \$17/hour</b>
<b>Position Code: Essential Employee</b>	<b>Revision Date: December 2021</b>

<b>Position Summary</b>
<p>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.</p> <p>First Contact Specialists staff Safe Passage’s hotline as well as reception in the community-based office; this includes the day-to-day office functions of the office as well as providing a trauma-informed environment, resources, and referrals. The position is responsible for a variety of administrative duties.</p>
<b>Essential Functions</b>
<p><i>Office Reception</i></p> <ul style="list-style-type: none"> <li>● Answer telephones, direct calls, greet and orient visitors and clients to the office.</li> <li>● Maintain a confidential, trauma-informed, survivor-centered, and professional office environment.</li> <li>● Help create a positive working environment for staff, volunteers, and interns.</li> </ul>

- 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 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.

**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](http://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](mailto:spjobs@safepass.org) with the subject line of “First Contact Specialist.”