

Internship Description

January 31, 2024

INTERNSHIP TITLE:	Shelter Advocate Intern
PREPARATION:	Complete agency New Entry Training. Requires working toward a degree emphasizing social work, psychology, or a related field. Prior experience working in the human service field is desirable.
SUPERVISOR:	Shelter Advocate / Shelter Program Coordinator
POSITION SUMMARY:	Applicant should have an interest in crisis intervention and working with survivors of domestic and sexual violence. The ability to utilize thorough assessment techniques, display empathy and develop a quick rapport is a necessity. Must be comfortable in crisis situations and be able to apply de-escalation techniques to individuals in crisis. Must be sensitive to issues of diversity and adhere to strict confidentiality policy. Understands and supports a philosophy of empowerment.

Agency Mission Statement: The mission of Resilience: Advocates for Ending Violence is to respond to, reduce, and prevent domestic and sexual violence in Ottawa and Allegan counties.

SPECIFIC ACTIVITIES:

1. Provides crisis intervention (approximately 4 hours per week) through the agency's help line and/or walk-in services, including serving as a Sexual Assault Advocate during a SANE exam.
2. Provides crisis intervention, assessment, service planning and case management that is sensitive to client needs.
3. Assists clients with identifying resources and gaining access to them in order to reach client-identified goals.
4. Advocates with external systems on behalf of clients.
5. Collaborates with community systems to identify and eliminate barriers to services.
6. Develops and uses knowledge of the community to assist clients with information and referral.
7. Provides or arranges for client transportation as needed.
8. Assures that program services and the delivery of those services are client centered, voluntary and self-directed by the client.
9. Assures that client records are maintained in an accurate and timely manner that meets Quality Assurance and reporting standards.
10. Meets weekly with Shelter Advocate for supervision.

RESILIENCE

ADVOCATES FOR ENDING VIOLENCE

11. Completes other special duties or projects as assigned by the Shelter Advocate/Shelter Program Coordinator.

GENERAL POSITION EXPECTATIONS:

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.
- Participates in maintaining policies, procedures, and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both verbally and in writing, with other staff and with other organizations.
- Participates in volunteer meetings, team meetings, and other planning opportunities.
- Participates in training, continuing education, and other skill development opportunities to further enhance position-related skills and abilities.
- Participates with other agency staff in being aware of emerging needs within the community and the client population, developing of an agency vision, and working toward continuous quality improvement.

PHYSICAL REQUIREMENTS:

- Normal office environment requiring standing, sitting, keyboarding, lifting up to 25 pounds and movement around the facility.
- Ability to transport clients to off-site locations and attend off-site meetings and events.

The above statements are intended to describe the general nature and level of work performed by volunteers in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of volunteers assigned to this job.

Volunteer signature _____

Supervisor signature _____