

## Internship Description

January 31, 2024

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INTERNSHIP TITLE:	Supportive Housing Advocate Intern
PREPARATION:	Complete agency New Entry Training. Requires working toward a degree emphasizing social work or psychology.
SUPERVISOR:	Supportive Housing Advocate or Supportive Housing Coordinator
POSITION SUMMARY:	Assists in providing direct services to clients in Ottawa and Allegan County, including crisis intervention, assessment, and advocacy. Assists in providing ongoing case management for Supportive Housing clients including performing home visits with clients, setting goals related to safety and self-sufficiency. Must be sensitive to issues of diversity. Understands and supports the philosophy of empowerment. Ability to solve problems independently and work as a team. Dedication to the agency's mission and overall success of the program and the agency a must.

**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. Helpline Shifts: Primary Shifts on the phone answering calls from clients to address their needs and inform them of services.
2. Walk-In Shifts: meeting one-on-one with clients to complete an Initial Service Screening and connect them with correct services and referrals.
3. Supportive Housing case management meetings in the office and travel to client residences for home visits in Ottawa and Allegan County to assist them in setting goals, providing education and connect client's to resources during their time in the program.
4. May need to transport or accompany clients to appointments and services.
5. Facilitation of Domestic Violence Education and Support Group for fall and winter semester.
6. Participating in the Agency Team, Staff, and Community committee meetings. Various on-site trainings are provided as well.

### GENERAL POSITION EXPECTATIONS:

- Approaches all persons from an empowerment philosophy.

# RESILIENCE

ADVOCATES FOR ENDING VIOLENCE

- 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 \_\_\_\_\_