

Internship Position Description 2026 – 2027 School Year

Internship Title: Shelter Advocate Intern

Supervisor: Shelter Program Coordinator / Shelter Advocate

Preparation: Complete agency New Entry Training. Requires working toward a degree emphasizing social work, psychology, public health, nonprofit administration, or a related field.

Position Summary: This internship will be primarily based at Resilience's emergency shelter, Ginny's Place, where you'll gain hands-on experience in a fast-paced, dynamic environment that requires adaptability and a proactive approach to supporting those in need, including working in a pet-friendly setting where animals are welcome. Applicant should have interest in crisis intervention and working with survivors of domestic violence and/or sexual assault. 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 trauma. Must be sensitive to issues of diversity and adhere to strict confidentiality policy. Understands and supports a philosophy of empowerment.

Specific Activities:

1. Provides crisis intervention, assessment, and service planning.
2. Works assigned help line shifts by responding to crisis calls and walk-ins and provides advocacy for persons needing SANE exams and assistance with legal issues, including assistance with preparing a Personal Protection Order. May include serving as a Sexual Assault Advocate during a SANE exam.
3. Participates with domestic violence education and support groups.
4. Assists clients with identifying resources and gaining access to those resources to reach client-identified goals.
5. Advocates with external systems on behalf of clients.
6. Collaborates with community systems to identify and eliminate barriers to services.
7. Works with clients to develop and revise client service plans.
8. Develops and uses knowledge of the community to assist clients with information and referral.
9. May provide or arrange for client transportation as needed.
10. Assures that program services and the delivery of those services are survivor centered, voluntary and self-directed by the survivor.
11. Assures that client records are maintained in an accurate and timely manner that meets Quality Assurance and reporting standards.

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12. Meets with Shelter Program Coordinator or Shelter Advocate for supervision as directed by educational institution.
13. Completes other special duties or projects as assigned by the Shelter Advocate or Shelter Program Coordinator.

General 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, staff and 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.

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

For office use only

Volunteer/Intern signature: _____

Supervisor signature: _____