**Crisis Services Internship**

*Location: Waterloo office*

**Reports to:** CVAD/ Safely Home Housing Support Specialist

**Status:** Unpaid Internship

**Job Summary:**

Crisis Services Interns will work closely with the crisis services housing team to assist with providing trauma-informed housing support and direct case management to individuals and families experiencing homelessness due to domestic violence, sexual assault, human trafficking, and other violent crimes. Interns will work directly with victims utilizing emergency sheltering, our Safely Home Transitional Housing Program, and our CVAD Housing Program in Black Hawk, Tama, Grundy, and Benton County.

**Job Description:**

* Assist in providing services to:

-Friends House Shelter in Waverly

-Safely Home Clients

-CVAD Program Clients

* Perform call backs and follow-ups with survivor Housing Hotline calls for Black Hawk, Tama, Grundy, and Benton County.
* Assess housing barriers of survivors and their families to determine housing and service needs.
* Provide one-time financial assistance requests and emergency hotel response for callers, clients, and shelter guests accessing FOF services.
* Provide case management for clients in our Safely Home and CVAD housing programs including:

-Safety Planning

-Housing Search & Coordination

-Crisis Counseling

-Resources and Referrals to other area agencies

-Assistance with various benefit applications

-Intake & Exit Paperwork

* Complete program data documentation and assist with occasional audits.
* Represent FOF at community and other program development meetings as requested.

**Job Requirements:**

* Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by domestic violence, sexual assault, human trafficking, other violent crimes, and homelessness in a non-discriminating manner.
* Respect the confidentiality of clients receiving services through Friends of the Family.
* Maintain professionalism and develop familiarity with agency policy and procedures regarding crisis intervention to exercise good judgment in various situations.
* Openness to perform other work assignments as requested.
* Exemplify Friends of the Family Core Values of People First, Emotional Intelligence, Equity and Inclusion, Drive Change, and Grit.
* Demonstrate support for Friends of the Family’s mission of providing safe shelter, confidential services, and housing assistance to individuals in crisis.

**Job Qualifications:**

* Attending college for a degree in Family Services, Social Work, Counseling, Psychology, Communication, Education, Human Services, or another related field.
* Ability to complete required service hours.
* Ability to work within our typical office hours of 8a-4:30p Monday-Friday.
* Ability to complete mandatory Victim Counseling Training.
* Ability to travel throughout the service area.

**For more information, please email the Volunteer Coordinator, Madison Gaffney, at** **madison@fofia.org** **with the subject line ‘Crisis Services Internship.”**