**Crisis Services Outreach Internship**

*Location: Waverly or Waterloo office*

**Reports to:** Crisis Services Manager

**Status:** Unpaid Internship

**Job Summary:**

Crisis Services Outreach Interns will work closely with the crisis services housing team to assist with community engagement surrounding survivor-based services. Interns will create a comprehensive referral program for survivors of domestic violence, sexual assault, human trafficking, and other violent crimes.

**Job Description:**

* Work with the crisis services Housing Support Specialist to develop presentations about FOF’s crisis services programming.
* Complete research around available community services for survivors in our service areas.
* Develop relationships with community agencies and community members to build referral connections for FOF clients.
* Update referral resource packets to reflect community service changes and developments.
* Utilize community connections to develop a comprehensive crisis services referral system for callers and clients utilizing FOF services.
* Assist with data development and collection.
* Attend trainings and personal development opportunities about crisis services.

**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 with occasional availability during the evening and weekends.
* 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**](mailto:madison@fofia.org) **with the subject line ‘Crisis Services Outreach Internship.”**