**Housing Services Internship**

*Location: Waterloo office*

**Reports to:** Housing Projects Manager

**Status:** Unpaid Internship

**Job Summary:**

Housing Services Interns will work closely with the housing team to assist with providing trauma-informed housing support and direct case management to individuals and families experiencing homelessness. Interns will work directly with Housing Support Specialists and participants of the Black Hawk County Housing Project.

**Job Description:**

* Assist in providing services to:

-Black Hawk County Housing Project

* Attend weekly client home visits.
* Provide case management for clients including:

-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.
* Assess housing barriers to determine housing and service needs.
* Maintain, grow, and track relationships with local landlords in our service area.
* 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**](mailto:madison@fofia.org) **with the subject line ‘Housing Services Internship.”**