**Shelter Services Internship**

*Location: Waverly office*

**Reports to:** Safe Housing Advocate

**Status:** Unpaid Internship

**Job Summary:**

Shelter Services Interns will work closely with the shelter services team to work in our 24-hour emergency shelter in Waverly. You will assist with providing trauma-informed crisis counseling and advocacy to individuals and families experiencing homelessness due to domestic violence, sexual assault, human trafficking, and other violent crimes.

**Job Description:**

* Assist in providing services to guests in our Friends House Shelter in Waverly.
* Respond to Victim Service Hotline calls to complete shelter assessments and diversion conversations with callers.
* Assess housing barriers of human trafficking survivors and their families to determine housing and service needs.
* Work alongside guests to identify areas of need and make the appropriate resource referrals.
* Assist guests with resource applications (Crime Victim Compensation, IowaVINE, NCOs/PPOs, SNAP, etc.)
* Complete program data documentation and assist with auditing projects.
* Help with facility upkeep and organization.
* Provide support and supplies to shelter guests as needed.

**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 24-hour, 7-day a week sheltering hours.
* Ability to complete mandatory Victim Counseling Training.

**For more information, please email the Volunteer Coordinator, Madison Gaffney, at** [**madison@fofia.org**](mailto:madison@fofia.org) **with the subject line ‘Shelter Services Internship.”**