

Shelter Services Internship

Location: Waverly office

Reports to: Crisis Services Manager

Status: Unpaid Internship



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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
- 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 Community Engagement Manager, Madison Gaffney, at madison@fofia.org with the subject line 'Shelter Services Internship.'