

Internship Description

Position Title: Hotline Intern

Internship Responsibilities:

The Hotline Advocate is responsible for providing direct service and support to residents at our emergency shelter and via the 24/7 hotline. The Hotline Advocate is a member of the Direct Services Team and reports to the Hotline and Volunteer Manager.

Essential Functions:

- Provide information, advocacy, support and referrals through the 24-hour hotline
- Collaborate with Economic Justice, Children & Youth, and Legal Advocacy programs to coordinate service provision for individuals and families in shelter
- Provide information, referrals and advocacy for housing, public benefits and other relevant community resources
- Provide crisis management support and intervention as needed
- Develop and maintain working relationships with relevant community advocates and community service providers
- Maintain complete and accurate service user records, via paper files and through timely and accurate data entry into Osnum data system
- Provide coverage for hotline and shelter emergencies as needed
- Participate in the maintenance and cleaning of the shelter facility

Organizational Responsibilities:

- Share responsibility for anti-racist, multi-cultural organizational perspective and the Steps to End Domestic Violence social change mission
- Participate in biweekly peer supervision meetings and biweekly 1:1 supervision
- Participate in Agency fund raising/educational events

What we will provide:

- Vermont Victim Crisis Worker Privilege Certification
- Training about the causes and effects of domestic violence and related safety issues
- Direct practice experience in victim services and other social services
- Training and information about community resources
- Assessment and service-planning skills
- Education about Crisis Intervention and active listening skills
- Opportunities to collaborate with internal and external partners