
JOB DESCRIPTION

Position Title: Intern/Volunteer

Classification: Non-exempt Status

Reports to: Assigned Supervisor, varies

Primary Worksite: Assigned, varies

With ongoing support and supervision, interns and volunteers may be responsible for providing emotional support, crisis intervention, advocacy and case management support to victims of domestic violence and/or human trafficking served through the agency's residential and nonresidential programs and services. In addition, interns and volunteers may support necessary administrative tasks of the office environment as well as support public events and/or fundraisers.

Responsibilities (shall include but not be limited to):

- Shadow agency employees in a variety of program settings and job responsibilities in order to ensure thorough knowledge of agency function, philosophy and practices;
- Assist agency employees in case-aide duties including coverage of the 24-hour crisis hotline and the provision of direct services to victims of domestic violence and/or human trafficking;
- Assist with emotional support, support group, case management and advocacy needs of clients;
- Provide culturally-informed, nonjudgmental and supportive hotline counseling and shelter screenings, intake interviews and discharges;
- Co-facilitate support group(s) for adult victims of domestic violence and/or human trafficking, as scheduled;
- Accurately and thoroughly complete all assigned paperwork and documentation, including intakes, discharges, monthly/quarterly services reporting, staff communication log, group attendance records, and time sheets within allotted timeframe;
- Ensure accurate, appropriate and timely documentation in client files and agency database, in accordance with agency protocol;
- Provide appropriate information and referrals, and facilitate client connections with other services providers/agencies;
- Report suspected cases of child abuse and maltreatment in accordance with NYS regulations;
- Attend and actively participate in scheduled staff meetings, case conferencing and other meetings and trainings, as requested and available to;
- Assist with organization and management of donations, basic housekeeping and upkeep of office and clients spaces, and with administrative tasks such as filing, shredding, and mail pick-up.

Qualifications:

- Enrollment in a college undergraduate or graduate degree program (if interning for credits);
- Experience in human services or helping profession is beneficial;
- Ability to work in a fast paced, crisis oriented environment: assess priorities, take initiative, handle multiple assignments and meet deadlines;
- Spanish language skills (both written and oral) a plus;
- Ability to maintain effective working relationships with others, communicate as needed and exhibit patience and understanding toward client population being served;
- Ability to work well independently as well as cooperatively and supportively as part of a team;
- Experience working with diverse populations and seeks understanding of cultural differences;
- Exercise sound judgment in responding to problems and managing crisis;
- Understand and work from a feminist philosophy of empowerment, and support our Fearless! mission;
- Display commitment to ending violence against women and children and a commitment to social change through active participation in working towards ending racism, classism, sexism,

ageism, homophobia, ableism, and all forms of oppression; demonstrate willingness to gain understanding of issues of oppression, battering and sexual assault;

- Model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community;
- Possess strong communication skills (both written and oral);
- Valid and insurable driver's license, as well as reliable transportation, preferred.

Work hours: Varies, as assigned and agreed upon.

Requirements:

- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
- Investment in ongoing professional growth and development, learning, and skill-building.
- Excellent written and oral communication, organizational and time management skills.
- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Word, Excel, PowerPoint, and other database applications.

Desired:

- Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment:

- All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.