

## **YWCA of Richmond Internship Position Description**

Title:	Crisis Response Intern
Department/Program:	EmpowerNet Collaborative Services
Reports To:	Crisis Response Services Manager and/or Hotline Specialist
Prepared By:	Program Team Lead
Prepared Date:	February 8, 2024
Approved By:	Senior Director of Domestic and Sexual Violence Services

### **GENERAL PURPOSE OF INTERNSHIP**

To provide theoretically based advocacy services and crisis support to victims of sexual and domestic violence through the EmpowerNet Hotline. In this position, interns will provide effective crisis de-escalation and emotional support to individuals calling the 24 Hour EmpowerNet Hotline.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

*Duties may be modified based on individual student learning needs.*

**REQUIREMENTS** Must be a BSW junior or senior, MSW first year, or pursuing a Bachelor's Degree in a related field to include but not limited to Sociology, Human Services, and Psychology.

### **SPECIFIC TASKS**

- Assist with operating the EmpowerNet Hotline which includes screening callers for service eligibility, providing crisis support, safety planning, and resources to individuals calling the hotline.
- Assist with the day-to-day administrative duties of the EmpowerNet Hotline program to include but not limited to; providing follow-up calls to survivors and entering data into select systems.
- Assists in maintaining a list of community resources which includes but not limited to calling to gather and confirm general information, confirm contact information, and enter this information in multiple systems.
- Assists with the planning, implementation, and evaluation of EmpowerNet Hotline training.
- Complete all required daily, weekly, and monthly documentation.
- Serve as a hospital accompaniment advocate for survivors of intimate partner and sexual violence.
- Complete a learning plan and working contract with supervisor.
- Participates in weekly individual and/or group supervision
- Attend department meetings as appropriate.
- Reads (3-5) Domestic and Sexual Violence Scholarly articles.