

YWCA of Richmond Internship Position Description

Title: Crisis Response Intern
Department/Program: EmpowerNet Collaborative Services
Reports To: Crisis Response Services Manager
Prepared By: Crisis Response Services Manager
Prepared Date: February 19, 2023
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.

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, 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.
- Complete a learning plan and working contract with supervisor.
- Write and submit weekly process recording and conference agenda to supervisor.
- Participates in weekly individual/group supervision and attend department meetings as appropriate.
- Serve as a hospital accompaniment advocate for survivors of intimate partner and sexual violence.
- Reads (3-5) Domestic and Sexual Violence Scholarly articles.