



safealliance

WHERE HOPE & HEALING BEGIN

Job Title: Hotline Intern
Work Location: Ascend Nonprofit Solutions
Division/Department: Hotline
Reports To: Volunteer Coordinator
Supervises: N/A
Essential Duties and Responsibilities
<p>Support the agency mission by providing hope and healing to those impacted by domestic violence, sexual assault, and child maltreatment by:</p> <ul style="list-style-type: none">• Using a trauma-informed, client-centered approach to:<ul style="list-style-type: none">○ Provide crisis intervention, safety planning, court education, information, and referrals via hotline calls and hotline chat feature.○ Provide parent support and education to callers, focusing on needs of entire family.○ Ensure coordinated client care with key community partners.○ Act with client in mind and work to meet client’s needs and expectations to the extent possible.○ Accompany victims of child and adult sexual abuse to the hospital during regular work hours and on-call as needed.• Administration<ul style="list-style-type: none">○ Maintain confidential and accurate, up to date client, stakeholder, intern, program and agency records in CSN.○ Adhere to agency and program procedures concerning documentation, Critical Incident Reports, and Client Satisfaction Surveys, and participate in the Quality Assurance process.• Stewardship<ul style="list-style-type: none">○ Increase awareness of victimization, prevention, and available resources through public speaking and media requests as assigned by supervisor.○ Participate in community meetings and committees as assigned by supervisor.○ Promote and maintain professional relationships with agency staff, volunteers, interns, stakeholders, and community partners.• Professional Development<ul style="list-style-type: none">○ Contribute to quality of services by staying informed of best practices, developments and trends in the area of trauma and victimization, especially as it relates to intimate partner violence, sexual violence, and child maltreatment.○ Maintain and develop skills and knowledge by attending trainings relevant to the internship.• Complete other projects and duties as assigned.• Core Competencies<ul style="list-style-type: none">○ Demonstrate all agency competencies.○ Demonstrate the position agency competencies:<ul style="list-style-type: none">▪ Action Oriented/Planning and Organizing▪ Adaptability▪ Building Trust▪ Client Focus▪ Teamwork▪ Technical/Professional Knowledge and Skills

