| **Survivor Resource Center Intern Job Description** |
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| The Survivor Resource Center (SRC) is a monumental step forward in serving survivors of Domestic Violence (DV), Sexual Assault (SA) and Child Maltreatment in Mecklenburg County. On average survivors must go to nine different locations, fill out 37 forms, and repeat their story at least 27 times. The SRC houses staff representing Department of Social Services specialized DV Unit and Economic Services Division, Community Support Services, the Charlotte-Mecklenburg Police Department, Pat’s Place Child Advocacy Center, and Safe Alliance.The center’s goal is to collaborate on the ‘highest lethality cases’ on a referral-only basis.  |

| **REPORTING RELATIONSHIPS** |
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| Reports To | Survivor Resource Center Manager |
| Supervises | N/A |

| **RESPONSIBILITIES / ACCOUNTABILITIES** |
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| Responsibility/Accountability Categories | Key Activities\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Outcomes / Exceptional Performance |
| Client Care | Using trauma-informed, client-centered approach:* Act with client in mind and work to meet client’s needs and expectations to the extent possible.
* Provide case management services to include making referrals to community resources, accessing victim’s compensation, assistance with navigating the criminal justice system as it relates to their victimization.
* Work with clients and victims to identify safety plans and provide information to increase their overall safety.
* Provide telephone and hotline crisis intervention, as needed.
* Provide intake, needs assessment and crisis intervention as needed.
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| Administration | * Maintain accurate, up to date client, program and agency records and documentation, including case tracking.
* Assist staff with monthly over the phone client outreach.
* Complete special projects as assigned by supervisor.
* Contribute to agency effectiveness by performing other agency duties as assigned.
* Adhere to the terms of your Relationship Contract with Safe Alliance.
* Act in a supportive and informative role while maintaining appropriate boundaries.
* Maintain confidentiality of all information received from or about victims, witnesses, or defendants.
* Ability to provide accurate written and verbal communication to clients, staff and other volunteers
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| Stewardship | * Work to ensure the goals and outcomes for the program are met by working towards individualized productivity goals.
* Increase community awareness of victimization, prevention, and available resources through public speaking and media requests as assigned by supervisor.
* Promote and maintain professional relationships with agency staff, volunteers, and community partners.
* Translate Safe Alliance documents, flyers, and resources into Spanish, as assigned by supervisor, when applicable.
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| Professional Development | * An internship is a professional learing experience that offers meaningful, practical work related to a students field of study or career interest. Students are encouraged to process how the advocacy internship relates to their current program with their direct supervisor.
* Contribute to quality services by staying informed of 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 training, especially as it relates to victimization and trauma; ensure licensure and certifications are up to date as needed for the job.
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| Other | * Contribute to agency effectiveness by performing other agency duties as assigned.
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| **CORE COMPETENCIES** |
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| Employee must demonstrate the following competencies at all times.**Agency Competencies**1.Cultural Competence – cultivates opportunities through diverse people; respects and relates well to people from varied backgrounds, understands diverse worldviews, and is sensitive to group differences; sees diversity as an opportunity, challenges bias and intolerance; understands oppressions that many clients face in the community; ability to apply self-awareness and self-regulation to manage the influence of personal biases and values 2. Communication/Collaboration – uses effective oral and written communication to clearly convey and receive information and ideas in an engaging manner; demonstrates good listening skills, and invites response and feedback in order to build constructive working relationships with clients, volunteers, other work units and community organizations to meet mutual goals and objectives 3. Continual Learning/Professional Development – participates in continuing education, training and professional conferences focused on best practices to acquire and/or maintain the technical/professional expertise required to do the job effectively, resulting in the most positive client solutions 4. Quality Work Standards – motivated to achieve; sets high standards and well-defined, realistic goals for one’s self; displays a high level of effort and commitment towards completing assignments in a timely manner with care and thoroughness, checking work for completeness and accuracy 5. Resiliency – maintains effective performance in stressful environments or when confronted with difficult situations; evaluates conditions to ensure one’s own safety and the safety of others; identify and rely upon self-care strategies at home and/or work in order to handle stress in a manner that is acceptable to others and the organization **Position Competencies**1. Build Trust
2. Client Focused
3. Developing Others
4. Teamwork
5. Technical/Professional Knowledge and Skills
6. Time Managment
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| **POSITION REQUIREMENTS** |
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| * Light work: Exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, twist, carry, push, pull or otherwise move objects, including the human body.
* The worker is required to have the ability for close vision, distance vision, color vision, depth perception, and ability to adjust focus to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; expansive reading; visual inspection involving small defects, small parts and/or operation of machines (including inspection), to determine accuracy and thoroughness of work assignment.
* Position requires ability to reach, stand, crouch, walk, finger, grasp, sit, twist, talk, hear, and perform repeated motions.
* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* Employee must have access to transportation that allows them to meet all job requirements in a timely fashion.
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| **MINIMUM REQUIREMENTS** |
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| Education | Enrolled in postsecondary school. |
| Experience | Experience with survivors of domestic violence, child maltreatment and sexual assault preferred. |
| Certifications | None required. |
| Knowledge and Skills | Excellent communication skills. |

| **PREFERENCES** |
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| Spanish speaking preferred* If intern is Spanish speaking, they must be fluent in understanding, speaking, reading, and writing in Spanish.
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Intern Acknowledgement

I have read this job description and fully understand the requirements an am able to perform all duties, including but not limited to the essential functions set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Safe Alliance.

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Intern Signature                                               Date

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Printed Name