

Safe Alliance Job Description

Job Title: Hotline Intern
FLSA Status: Non-Exempt

JOB PURPOSE	
The Hotline Intern supports the agency mission of providing hope and healing to those impacted by domestic violence and sexual assault by providing prevention and intervention services for those at risk of sexual assault, domestic violence, child abuse or neglect.	

REPORTING RELATIONSHIPS	
Reports To	Hotline PRN & Volunteer Supervisor
Supervises	N/A

RESPONSIBILITIES / ACCOUNTABILITIES		
Responsibility/ Accountability Categories	Key Activities Outcomes / Exceptional Performance	% of Time (Sums to 100%)
Client Care	<p>Using a trauma-informed, client-centered, two generational model:</p> <ul style="list-style-type: none"> • Provide assessment, crisis intervention, safety planning, parent support, and education to callers, focusing on needs of entire family via the hotline and chat feature. • Provide information and referrals to agency services and community resources to callers as appropriate. • As appropriate, assist caller with navigating the criminal justice system as it relates to their victimization by providing information, court preparation, and education, working closely with the Victim Assistance program and Victim Witness Assistant at the DA's Office. • Educate client on process to obtain a protective order and coordinate with the Victim Assistance and Legal Representation Program, as appropriate. • Accompany victims of child and adult sexual abuse to the hospital or police department during regular work hours and on-call as needed. • Act with client in mind and work to meet client expectations to the extent possible. 	
Administration	<ul style="list-style-type: none"> • Maintain accurate, up to date client, program and agency records, including case tracking. • Record and report program statistics accurately and in a timely fashion. • Work to ensure the goals and outcomes for the program are met. • Complete special projects as assigned by supervisor. • Research, write and manage grant reporting and grantor relationships, as assigned by supervisor. 	

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	<ul style="list-style-type: none"> Adhere to Agency 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 community awareness of victimization, prevention, and available resources through public speaking and media requests as assigned by supervisor. Support agency mission by staffing outreach activities as requested by supervisor. Support agency mission by participating personally in agency and community meetings and committees as requested by supervisor. Promote and maintain professional relationships with agency staff, interns, volunteers, and community partners. Facilitate volunteer training as needed. 	
Professional Development	<ul style="list-style-type: none"> 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 and staying informed of trends affecting job related duties and issues facing the agency/clients. 	
Other	<ul style="list-style-type: none"> Contribute to agency effectiveness by performing other agency duties as assigned. 	

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CORE COMPETENCIES

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. Action Oriented/Planning and Organizing
2. Adaptability
3. Building Trust
4. Client Focus
5. Teamwork
6. Technical/Professional Knowledge and Skills

POSITION REQUIREMENTS

- 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, lift, pull, push, twist, talk, hear, talk, and perform repeated motions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work hours assigned by shift; may include day, afternoon, overnight, or weekend.
- Employee must have access to transportation that allows them to meet all job requirements in a timely fashion.

MINIMUM REQUIREMENTS

Education	BA
Experience	2 years related experience
Certifications	None required
Knowledge and Skills	

