YWCA of Richmond
Internship Position Description

Job Title: Hotline Intern
Department/Program: Sexual and Domestic Violence Services
Reports To: Coordinator of Emergency Services and/or Clinician
Prepared By: Coordinator of Emergency Services and/or Clinician
Prepared Date: April 29, 2014
Approved By: Chief Program Officer

GENERAL PURPOSE OF INTERNSHIP
To provide theoretically-based advocacy services and crisis support to victims of sexual and domestic violence through the Greater Richmond Regional Hotline. In this position, interns will provide effective crisis de-escalation and emotional support to individuals calling the 24 Hour Greater Richmond Regional 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 Greater Richmond Regional Hotline which includes; screening callers for service eligibility and providing crisis support, safety planning, and resources to individuals calling the hotline

- Assist with the day-to-day administrative duties of the Greater Richmond Regional Hotline program to include but not limited to; providing follow-up calls to survivors, entering daily information into a required database

- Serve as the Hospital Accompaniment (HA) Advocate to survivors of sexual and domestic violence at area hospitals to include MCV and Bon Secours Health Systems for the required two (2) shifts per month.

- Complete all required daily, weekly, and monthly documentation

- Completes a learning plan and working contract with supervisor

- Write and submit weekly process recording and conference agenda to supervisor

- Participates in weekly individual supervision, clinical team supervision, residential meetings and any other meeting if appropriate and if student’s schedule permits

- Assists with the planning, implementation, and evaluation of YWCA sponsored trainings

- Facilitate community outreach and training activities on behalf of the YWCA to community partners and other agencies to raise awareness about domestic and sexual violence and available resources for survivors

- Reads (3-5) Domestic and Sexual Violence Scholarly articles