

## Housing Services Internship

*Location: Waterloo office*

**Reports to:** Housing Projects Manager

**Status:** Unpaid Internship



**FRIENDS**  
of the **FAMILY**

Take Back Tomorrow. Today.

### Internship Summary:

Housing Services Interns will work closely with the housing team to assist with providing trauma-informed housing support and direct case management to individuals and families experiencing homelessness. Interns will work directly with Housing Support Specialists and participants of the Black Hawk County Housing Project.

### What You Will Do:

- Assist in providing services to:
  - Black Hawk County Housing Project
- Attend weekly client home visits
- Provide case management for clients including:
  - Housing Search & Coordination
  - Crisis Counseling
  - Resources and Referrals to other area agencies
  - Assistance with various benefit applications
  - Intake & Exit Paperwork
- Complete program data documentation and assist with occasional audits
- Assess housing barriers to determine housing and service needs
- Maintain, grow, and track relationships with local landlords in our service area
- Represent FOF at community and other program development meetings as requested

### Requirements:

- Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by domestic violence, sexual assault, human trafficking, other violent crimes, and homelessness in a non-discriminating manner
- Respect the confidentiality of clients receiving services through Friends of the Family.
- Maintain professionalism and develop familiarity with agency policy and procedures regarding crisis intervention to exercise good judgment in various situations
- Openness to perform other work assignments as requested
- Exemplify Friends of the Family Core Values of People First, Emotional Intelligence, Equity and Inclusion, Drive Change, and Grit
- Demonstrate support for Friends of the Family's mission of providing safe shelter, confidential services, and housing assistance to individuals in crisis

### Qualifications:

- Attending college for a degree in Family Services, Social Work, Counseling, Psychology, Communication, Education, Human Services, or another related field.
- Ability to complete required service hours.
- Ability to work within our typical office hours of 8a-4:30p Monday-Friday.
- Ability to complete mandatory Victim Counseling Training.
- Ability to travel throughout the service area.

**For more information, please email the Community Engagement Manager, Madison Gaffney, at [madison@fofia.org](mailto:madison@fofia.org) with the subject line 'Housing Services Internship.'**