**Housing Hotline Internship**

*Location: Waterloo Office*

**Reports to:** Diversion & Assessment Specialist

**Status:** Unpaid Internship

**Internship Summary:**

Housing Hotline Interns will work closely with the Diversion & Assessment Specialist to complete housing assessments with people experiencing homelessness in order to access our services. Interns in this role may provide resource and referrals to those reaching out to Friends of the Family through our Housing Hotline in all 25 counties that we serve.

**What You Will Do:**

* Perform follow-up phone calls with people wanting to access our services
* Complete housing assessments for callers who are currently homeless or at risk of experiencing homelessness
* Assess barriers with callers to determine housing and service needs
* Complete requests for our one-time financial assistance program to callers who qualify
* Provide resource referrals and diversion solutions for clients based on their identified needs and service area
* Complete data documentation
* Assist with occasional audits and events

**Internship 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.
* Exemplify Friends of the Family’s Core Values
* Believe in our 10 year vision: Everyone Has a Home
* Ability to pass a criminal background check
* Ability to complete Victim Counselor Training, Empower DB training, Confidentiality, Housing First Trainings

**Internship Qualifications:**

* Attending college for a degree in Family Services, Social Work, Counseling, Psychology, Communication, Education, Human Services, or another related field.
* Ability to complete the required university service hours during normal office hours (M-F 8-4:30)

**For more information, please email the Volunteer Manager, Madison Gaffney, at** [**madison@fofia.org**](mailto:madison@fofia.org) **with the subject line ‘Housing Hotline Internship.”**