**Shelter Services Internship**

*Location: Waverly office*

**Reports to: Shelter Site Supervisor, Crisis Services Specialist**

**Status:** Unpaid Internship

**Job Summary:**

Shelter Services Interns will work closely with the shelter services team to work in our 24-hour emergency shelter. Interns will provide individualized housing advocacy services to victims of crime in need of safe housing within the shelter setting. Work to assess service needs, connect clients with resources, empower clients, and provide assistance with applications and housing paperwork.

**Job Description:**

* Assist in providing services to guests in our Friends House Shelter in Waverly
* Respond to Victim Service Hotline calls to complete shelter assessments and diversion conversations with callers
* Work alongside guests to identify areas of need and make the appropriate resource referrals
* Assist guests with resource applications (Crime Victim Compensation, IowaVINE, NCOs/PPOs, SNAP, etc.)
* Complete program data documentation and assist with auditing projects
* Help with facility upkeep and organization
* Provide support and supplies to shelter guests as needed

**Job 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 and fingerprinting
* Ability to complete Victim Counselor Training, Empower DB training, Confidentiality, Housing First Trainings

**Job Qualifications:**

* Attending college for a degree in Family Services, Social Work, Counseling, Psychology, Communication, Education, Human Services, or another related field.
* Ability to complete university required service hours during the weekdays, weekends or evenings.

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