

## Housing Hotline Internship

*Location: Waverly office*

**Reports to:** Service Access Manager

**Status:** Unpaid Internship



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of the **FAMILY**

Take Back Tomorrow. Today.

### Job Summary:

Housing Hotline Interns will work closely with the Diversion & Assessment Specialists 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 27 counties that we serve.

### Job Description:

- 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

### 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.
- 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.

### 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.
- Ability to work a minimum of one 3-hour shift per work week.
- Ability to complete mandatory Victim Counseling Training.

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