



INTERNSHIP DESCRIPTION

- Internship Title:** Generalist Intern. Departments: Front Office, Hotline and Education
- Reports To:** Volunteer Director (for site supervision);
Front Office Manager, PREA Coordinator and/or Education Director (for position duties and oversight)
- Classification:** Intern, unpaid

Summary

The Rape Crisis Center welcomes students to engage with our agency and join us in the movement to end sexual violence. Interns will work with multiple departments to provide help, hope, and healing to individuals who are impacted by sexual violence and to cultivate a safe, non-violent community. Our general internship is designed to help students from various fields of study gain the knowledge and skills needed to advocate for survivors of sexual violence. Interns are expected to demonstrate a commitment to the RCC's mission; provide trauma-informed direct client services; raise awareness of our work in the community; and provide administrative support to our programs.

Required Training

- Complete the RCC's forty-hour sexual assault advocacy training program, which is certified by the Office of Attorney General.
- Meet with our front office manager for an overview of client service policies and administrative tasks.
- Schedule a time for orientation and shadowing with staff members in our hotline office, and observe at least one four-hour hotline shift.
- Work with an education department staff member to develop public speaking and outreach skills.

Responsibilities

Front Office

- Greet counseling and case management clients who come to the office to meet with their service providers.
- Assist in explaining client paperwork, scheduling appointments, and addressing client concerns.
- Help to update and maintain our filing system, handling private information in a manner that is consistent with HIPAA guidelines.

Crisis Hotline

- Over the phone or via online chat, provide emotional support to clients presenting a crisis related to sexual violence.
- When answering calls from detention facilities, tailor services to meet the unique needs of incarcerated survivors.
- To ensure client safety, use the Columbia Suicide Severity Rating Scale to screen for risk; and develop a safety plan or connect the client with emergency mental health treatment resources.
- Encourage clients to identify healthy coping skills and mobilize their support systems to resolve the immediate crisis and reduce symptoms of trauma.
- Describe options and empower clients to make well-informed decisions.
- Based on the client's stated or implied needs, offer referrals to services that are available at The Rape Crisis Center or in the community.
- Provide general information on topics such as the impact of sexual violence, medical treatment resources, and criminal justice system responses.

Community Outreach

- Gain an understanding of primary prevention principles and use this perspective to inform your work.
- Represent the RCC and promote agency mission in public spaces and at community events.
- Set up an outreach table, distribute resources and educational materials and answer questions about our services.
- Lend a supportive response to outcries and disclosures of sexual violence.
- Observe or assist education department staff members with community presentations.

Special Projects

In addition to completing the minimum requirements listed above, interns who would like to deepen their involvement with the agency are encouraged to collaborate with a staff member to develop a special project. Each project will be expected to meet program needs while allowing an intern to pursue individual interests and goals related to the RCC's mission. Possible projects may include, for example: working with a front desk staff member on data entry and reporting; updating a section of the hotline's community resource guide; or creating a new training presentation on a topic that deserves attention.

Physical Requirements & Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderate – Lifting, pulling, pushing up to 25 pounds, assisting and/or helping lift items or awkward weights. Some bending/stooping, reaching above/below waist, lifting, walking, standing, kneeling, pushing/pulling movements.

Following are necessary to do this position tasks: seeing, hearing, talking.