

Shelter & Hotline Intern (10-20 hours/week; 2 semesters)

Summary of Role: Our Shelter & Hotline Intern will assist with various tasks, including assisting shelter residents, responding to the 24-hour hotline, and performing administrative duties, such as making copies.

Duties and Responsibilities may include, but are not limited to:

- Community Living: Verify and record assigned chores. Monitor the ongoing activity throughout the shelter. Provide support, interpret, and enforce house rules and procedures for the new and current residents.
- Meals: Assist and give orientation to Peace Dinner volunteers. Assist with meal set-ups, clean-ups, other kitchen procedures, and meal preparations as needed.
- Intakes/Outtakes: Interview and complete the Intake process for new residents and facilitate the Outtake process for departing residents. Enter data for all residents who move in and move out immediately into the database, communicate with the team, and update boards as necessary.
- Documentation: Complete and ensure documentation is properly and accurately entered into the data system. Assist in compiling statistics
- Assisting shelter resident with their daily needs
- Responding to the 24-hour hotline as needed and directed by their supervisor
- Answering Law Enforcement Calls, Crisis Calls, and Jail Release Calls
- Answering Hotline calls, which may consist of clients asking for resources, shelter, referrals
- Accurately documenting interactions with residents and hotline calls
- Filing, making copies; Straightening and cleaning the call center area
- Organizing donations; Stocking the resident hygiene area
- Escorting residents as requested to other partners in the building and giving a tour of the shelter
- Attending the monthly team meetings
- Other tasks as assigned

Schedule:

- Minimum amount of hours per week or per month: **10/20 hours per week; 2 semesters**
- Ideal or specific shift (days and times): **1st, 2nd and 3rd shift availability & weekend availability**
- Ideal or specific amount of time per shift: **4-8 hours**
- In Person or Virtual: **In person**

Required Experience/Education:

- Detail-oriented
- Comfortable working with diverse populations
- Experience working in a shelter environment preferred
- Trauma-informed preferred
- Bilingual preferred

Age Minimum: 18 or older

Additional Eligibility Qualifications:

- Ability to read and comprehend instructions, correspondence, files, and data entry.
- Require the ability to operate a variety of standard business machines, such as a computer, a keyboard, a photocopier, a postage machine, a shredder, etc.
- While performing duties on this job, the volunteer is regularly required to sit, stand, and use their hands to handle or feel. The volunteer is frequently required to talk or hear.
- The volunteer must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.