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 administrative duties, such as making copies.

Duties and Responsibilities may include but are not limited to:
- 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 call center area
- Organizing donations; Stocking 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 hours per week
- Ideal or specific shift (days and times): 2nd and 3rd shift availability & weekend availability
- Ideal or specific amount of time per shift: 4-8 hours
- Ideal start date: January 2022
- In Person or Virtual: in person

Required Experience/Education:
- Associate’s Degree or Final Semester of Associate’s Degree
- 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 instruction, correspondence, files and data entry.
- Require the ability to operate a variety of standard business machines, such as a computer, a keyboard, photocopier, postage machine, shredder, etc.
- While performing duties on this job, the volunteer is regularly required to sit, stand, and use hand to handle or feel. The volunteer frequently is 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 ability to adjust focus.
Are you a match and interested?

Potential Interns: Please go to https://www.familypeacecenter.org/get-involved. Complete the “Volunteer & Intern Application – Ongoing Commitment” on the right hand side of the page and return to VolunteerInfo@FamilyPeaceCenter.org