

Crisis Hotline Intern

Function of the Hotline: The Coordinated Crisis Response Hotline is responsible for answering crisis calls and providing education regarding the dynamics of sexual assault, domestic violence, stalking and human trafficking, and education on reporting options, protective orders, and the effects of trauma. The CCR Hotline does program referrals for the YWCA of South Hampton Roads, Samaritan House, HER Shelter, and Geneive Shelter services.

Reports to: The Hotline and Outreach Coordinator and/or the Coordinated Crisis Response Director

Primary function: The YWCA Hotline Internship consists of answering calls from the Coordinated Crisis Response Hotline.

Internship Responsibilities:

Hotline Specialist Interns are responsible for coordinating crisis services for callers; this includes but is not limited to PERK exams, hospital accompaniments, legal accompaniments, emergency shelter, emergency transportation, safety planning, and providing community resources for different services the caller may request.

To keep track of all of the calls coming into the CCR hotline, the Hotline Specialist Intern is responsible for maintaining their notes through the Electronic Case Management System (ECM).

The CCR hotline provides 24-hour coverage, and internships are available Monday-Sunday from 7am-11pm at the Plume Street office. During the assigned shift, interns are stationed in the hotline room on the 6th floor and answering hotline calls as they come into the hotline. Between calls, interns may be asked to help with administrative office tasks. The part-time hotline specialists work 7am-3pm and 3pm-11pm, so internships can be those set shifts or any time between 7am-11pm.

Program Requirements:

- Current enrollment in a Bachelor's Degree Program
- Completion of YWCA Onboarding (6 hours) and YWCA Advanced Training (24.5 hours) prior to start date.
- Must be able to pass a background check.
- Interns must commit to working at the YWCA for at least one semester and participate in all components of the program as listed above.