



Job Description

Job Title: **211 Social Work Intern**
Responsible To: MSW Supervisor

Responsibilities:

The Helpline Center will provide a learning environment for a MSW social work intern that provides a variety of experiences in a social service agency. The intern will support connection center functions and assist with various outreach follow-up programs.

Job Requirements:

- Current Masters of Social Work program enrollment
- Demonstrated interest/skills in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Ability and knowledge in design programs and social media platforms
- Detail oriented and organized
- Flexibility and ability to manage many concurrent projects

Specific Responsibilities:

A. Respond to inbound calls/texts/chats to the Connections Center

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information and referral contacts following policies and procedures.
3. Answer and provide appropriate assistance for listening & support contacts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.
5. Document calls/texts/emails correctly into computer tracking system according to procedure.
6. Ask callers for permission to follow-ups with them according to procedure.
7. Identify active callers and follow appropriate directives as listed in the active caller profiles.

8. Serve as an on-call member in the rotation throughout the entire calendar year.
9. Help provide coverage or other needed assistance during times of disaster.
10. Working knowledge of computers, software programs and proficient keyboarding skills.

B. Provide assistance to agency programs

1. Complete projects as requested by the Connections Center Manager or Supervisor.
2. Shadow and assist various Family Support programs.
3. Assist with database updating or on call schedules as assigned by the Connections Center Director or Supervisor.
4. Initiate and organize projects while maintaining flexibility in answering the various Helpline lines.
5. Ensure accuracy of information.

C. Misc. projects as assigned

- Assistance with administrative projects as needed
- Other projects as assigned

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Flexible hours

Employee

Date

Supervisor

Date
