



Administration Office: P.O. Box 713
Auburn, Maine 04212-0713
Tel (207) 795-6744
Fax (207) 795-6841
Helpline 1-800-559-2927
www.safevoices.org

Helpline Internship

Work Hours: Minimum 10 hours; Hours flexible; some evening/weekends may be required.

Location: Lewiston/Farmington, Maine. Travel to locations within the 3 county catchment area may be required occasionally. Most hours able to be completed at home.

Supervisor: Director of Advocacy Services and the Administrative Manager

Job Description: Safe Voices is a domestic violence resource center whose mission is to support and empower those affected by domestic violence and human trafficking and engage the community in creating social change in Androscoggin, Franklin, and Oxford Counties.

This purpose of this position is to provide support and advocacy services to individuals experiencing domestic violence in Androscoggin, Oxford and Franklin Counties. As a Helpline intern you would learn all facets as outlined below and provide direct services to clients accessing our helpline services. All work will be completed under the supervision and tutelage of an experienced staff member.

The Intern will be responsible for attending the Comprehensive Advocacy Intervention Response Ethic Training (CAIRET) and will be asked to demonstrate competency in support and advocacy by providing support to callers on Safe Voices' 24-hour Helpline. The Intern will attend Internship Cohort Meetings for the purpose of connecting with fellow Interns for additional education and development. All Interns are expected to conduct themselves according to the standards expected of all volunteers, staff and affiliates as outlined in Safe Voices' Employee Handbook. All Interns will be required to pass required background checks in accordance with Safe voices' Employee Handbook.



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ESSENTIAL TASKS:

Individual Advocacy:

- Develop positive and productive relationships with persons served
- Provide group or one on one advocacy to victims and survivors of domestic violence and their children
- Assist in the creation of a personalized client safety plan
- Assist in identifying resources that may be of assistance to persons requesting services and makes referrals to resources necessary to achieve safety and independence from the abusive situation or environment
- Responsible for advocacy documentation on a timely basis per agency standards

Helpline Advocacy:

- Provides advocacy via our phone services to victims and survivors of domestic violence and their children
- Coordinates services and avoids duplication by working directly with other service providers and empowering individuals to have control over their options
- Responsible for documenting all client interactions on a timely basis per agency standards

AGENCY ACTIVITIES:

- Attend Internship Meetings
- Complete the CAIRET training
- Demonstrate advocacy proficiencies by taking shifts on Safe Voices' 24-hour Helpline.
- Serve as a representative of the agency between the College/University and the community
- Participate in agency events and activities as assigned, including monthly staff meetings
- Assist with general office work, including filing, copying, and answering phones
- Develop individual goals with supervisors and strive to achieve goals

QUALIFICATIONS:

- Currently enrolled at an accredited college or university
- 18 years of age or older with a valid driver's license

- Access to reliable transportation with proof of insurance
- Strong computer skills with proficiencies in Microsoft Office (Excel, Word & PowerPoint)
- Good oral and written communication skills
- Highly organized with an attention to detail
- Willing to learn new things and take on new tasks
- Committed to Safe Voices' mission and values, including the value and importance of charitable giving
- Able to work as a member of a team
- Prior office experience a plus but not required
- Must agree to agency confidentiality statement and pass background checks in accordance with Safe Voices' Employee Handbook
- Ability to accurately document and complete paperwork and assignments by their respective due dates
- Demonstrate sensitivity to, and understanding of the cultural and socioeconomic status, and knowledge of issues faced, of persons served

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

- Ability to travel in varying weather conditions
- Occasional lifting up to 30 pounds
- Adhere to universal safety precautions
- Ability to maintain professional boundaries
- Maintain a positive, friendly & professional work environment
- Seek supervision and support from supervisors and/or members of the Administrative Team as needed