



Job Title: Intake/Advocacy Intern

Status: Intern/Volunteer

Reports To: Intake Manager & Advocacy Manager

Job Summary: The purpose of this position is to support survivors of sexual assault by responding to calls on the intake line, assessing for need and offering non-judgmental emotional support, crisis stabilization and information about resources in the community. This position also helps maintain our resource manual and supports survivors both on the phone as well as in person through our 24-hour crisis support services.

Job Qualifications, Knowledge, Skills, and Abilities:

- 1st or 2nd year Master level student pursuing a degree in human services, social work, counseling, sociology, criminal justice, or related field/experience.
- Able to quickly establish rapport with clients.
- Experience working with survivors or populations experiencing crisis.
- Have some understanding of the impact of trauma on the individual.
- Have some understanding of the issues surrounding sexual assault.
- Have some knowledge of resources available to survivors.
- Able to collaborate with other victim service providers and within a team setting.
- Have strong verbal and written skills.
- Have excellent organizational and problem-solving skills.
- Have flexible schedule in order to accommodate on-call responsibilities.
- Have some outreach and networking experience.
- Have an understanding of cultural influences on behavior in multicultural communities. Must be open to working with diverse populations.
- Bilingual skills in English and Spanish a plus.

Responsibilities

- Complete required forty (40) hours of Hotline Training, eight (8) hours of Hospital Response training, plus additional hours of Clinical Assessment and Intake Line Training.
- Complete a 9-12 month internship starting in May or August.
- Commit 16-20 hours per week to The Blue Bench, including being on-call one weekend a month and occasionally on a weekday or overnight.
- **Respond to client inquiries in a timely manner (i.e. crisis calls, intake calls, office calls, intake emails, records requests)**
- Assess needs of caller, complete a phone consultation and schedule intakes or make necessary referrals
- Provide individual crisis stabilization and emotional support to survivors of sexual assault.
- Provide on-call hotline and in-person hospital advocacy.

Ending sexual assault through prevention & care

PO Box 18951, Denver, Colorado 80218 Phone: 303.329.9922 thebluebench.org



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- Ensure that abuse reports are made timely to appropriate human services and/or law enforcement and are in compliance with The Blue Bench's mandated reporting policy.
- Maintain intake line spreadsheet.
- Maintain Client Services referral/resource guide.
- Maintain client records within Apricot database according to the agency's ethical and legal standards.
- Participate in weekly individual supervision.
- Participate in biweekly Client Services/In-service meetings (twice monthly on-Thursdays 11-12pm).
- Abide by The Blue Bench Client Services policies and procedures.
- Networking and outreach as appropriate and/or requested.
- Assist in other tasks as needed.