



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

Shelter Advocate Internship

Work Hours: Hours flexible within agency hours of operation (8:00 a.m. to 4:00 p.m. Monday – Friday); some evening/weekends available based interest.

Location: Lewiston, Maine.

Supervisor: Director of Shelter and Housing 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.

The Shelter Advocate Intern is responsible for assisting with the day-to-day operations and programming of Safe Voices' confidential emergency shelter and for providing case management and advocacy services to the women and children in the shelter. The Intern will complete her or his hours under the supervision and guidance of an experienced shelter case manager and/or the director of shelter services. The goal would be to successfully achieve the outlined tasks below, have a concrete understanding of domestic violence, and successfully complete goals listed on the students' learning contract.

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.

ESSENTIAL TASKS:

Individual Advocacy:

- With the oversight and mentorship of an Advocate, the Intern may assist in providing group or one-on-one in-person advocacy to victims and survivors of domestic violence and their children
- Develop positive and productive relationships with persons served
- Assist in the creation of a comprehensive personalized client safety plan
- Provide services in accordance with agency policies and procedures
- Develop individual goals with supervisor and strives to achieve these goals throughout the year
- Take initiative on shelter operations and advocacy
- Work independently
- Attend and actively participate in trainings
- Ability to maintain and adhere to rules of the shelter
- Complete required paperwork/documentation accurately, factually, concisely
- Assist survivors of domestic violence and their children establish and reach goals
- Data entry on client interactions
- Provides crisis intervention to individuals and families

Case Management:

- Develop a family goal plan based on the individual/family needs addressing: health, social, financial, family, housing educational, employment needs, etc.
- Monitor and document progress toward established goals and complete discharge plan
- Establish relationships with collateral agencies on behalf of victims and survivors of domestic violence and their children
- Complete Intakes and Discharges from Shelter/Case management
- Demonstrate sensitivity to and understanding of client's cultural and socioeconomic status and ensures that the plan of care incorporates special needs of persons served, including their cultural background
- Attend community meetings as requested by supervisor
- Data entry for monthly Mainecare audits
- Provides crisis intervention to individuals and families

Shelter operations and program responsibilities:

- Assists with day to day operations of shelter including: restocking food supplies, office/shelter supplies, donations, bedroom prepping, sorting items, house laundry, changing light bulbs, updating resident chore lists as needed, and tasks as assigned on the house management task list.
- Co-facilitates house meeting with residents
- Co-facilitates and assists in coordinating weekly shelter support group
 - Co-facilitate weekly support group and/or assist with childcare

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
- 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



Working to End Domestic Violence

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- 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