



## Safe Families Intern Job Description

### **Interns are expected to:**

Field phone calls from biological families seeking information or help through safe families.

Field phone calls from host families about generic questions regarding hosting, or direct them to the correct staff member who can answer the questions.

Complete the intake form with the placing family on the phone exercising gentleness, compassion, and active listening skills.

Have a working knowledge of the database and be able to find and input information.

Based on availability and need, an intern may be asked to help with transportation of child/children from host family to biological family.

Once intake is taken, the intern facilitates communication of the best pick up/ drop off scenario. (i.e. at the office, neutral location, bio mom's house) and works out details such as car seats and paperwork.

Research resources in the areas of housing, mental health, childcare, etc. and provide referrals to families we are unable to help.

### **Skills needed:**

Good work ethic

Ability to work copier, fax machine, etc.

Multitasking on multiple cases

Great phone etiquette

### **Challenges:**

Due to the nature of the work, it is not always a 9-5 type of job. There will be needs and opportunities to help outside of normal time frames.

Cases pause and fluctuate, so sometimes finishing a case is not in the intern's control.

Because of the unpredictability of the schedule, sometimes days are slow and relaxed, and then, twenty minutes before 5, lots of calls come in, and it can foster a stressful environment.

### **Benefits:**

All cases are discussed among the interns as well as with the supervisor for guidance.

This internship gives a very real and authentic social work experience. Interns are not given "busy work," they are given great responsibility and work on the front lines.

There is variety from day to day depending on the calls and families you interact with.

Internship provides more information on working with the child welfare system, being a part of an international organization that continues to grow, working with volunteers and church communities to mobilize efforts, and assessing a family's needs.