

OASIS, Inc. Direct Client Service Intern Job Description

(Updated January 2023)

Position: Direct Client Service Intern

Grant/Pay: Unpaid

Hours: -- hours per week

Start Date:

End Date:

Responsible to: Agency Operations Manager/Internship Program Coordinator

Position Summary: The Direct Client Service Intern is an education focused position at OASIS, Inc. The focus of this position is to engage in building professional skills and field specific knowledge to the intern. The Direct Client Service Intern is expected to be actively involved and to maintain their academic standing while participating in this internship program.

General Direct Client Services Responsibilities

1. Provide crisis intervention and support for clients, which might include: responding to crisis calls; meeting with clients at the office and/or other community agencies; and providing medical and/or judicial systems advocacy during internship hours. This expectation applies for both Avery and Watauga counties.
2. Provide client services as needed: carry cell phone to provide on-call services; screen shelter referrals according to admittance criteria; orient clients to shelter; complete intake procedure, clarify and enforce house guidelines with clients; ensure that each client has completed a safety plan in a timely manner; assist clients in developing housing readiness skills; and assist clients in the assessment of their needs and goals and coordinate referrals to appropriate agencies.
3. In conjunction with other staff, implement Moving Forward: An Empowerment Model, incorporating the following into client services: job counseling, financial services, health education, education services, and job training. Work with staff to identify referral sources, coordinate in-service trainings, facilitate workshops for clients, and incorporate these components into client goal plans.
4. Identify potential Transitional and Permanent Supportive Housing and other grant specific Housing Program participants and make referrals as appropriate. Assist with move-in process and continued support of these clients in conjunction with the Housing Coordinator and, if applicable, grant specific housing staff.
5. Assist with business day emergency shelter shifts and maintenance needs as needed, in conjunction with primary shelter staff. Assist with emergency childcare and volunteer relief as needed, in conjunction with Children's Program Coordinator and other direct client services staff.
6. Assist with follow up with medical advocacy clients as appropriate including maintaining medical response client surveys.
7. Assist with case management tasks with the client's primary case manager staff as needed.

8. Maintain necessary client and program documentation and records. Protect confidentiality of client files. Assist in the maintenance of the client database.
9. Assist with the various client service surveys (general, shelter exit, SA follow up, etc.).

Other Responsibilities and Expectations

1. Assist with outreach, fundraising, and community education programs as needed and represent OASIS at community events, in conjunction with the Outreach Coordinator and Prevention Coordinator. Including but not limited to social media content, newsletter articles and content, tabling events, promotional materials, attendance at events, etc.
2. Assume responsibility for clerical needs related to the duties of the position and assist with other duties as needed. Keep related paperwork and records properly filed, organized, and stocked. Assist in the organization and maintenance of the server and OSNIUM database.
3. Assume responsibility for the cleanliness and order of the shelter and offices. Sort, distribute or dispose of donations as needed.
4. Continue professional development and educational trainings to increase knowledge base in related topics to internship position and distribute relevant information to others as applicable.
5. Complete applicable monthly tasks each month as outlined by your supervisor such as timesheet, mileage log, outreach education tracking, training tracking, etc.
6. Other duties as required and requested by supervisory staff.

OASIS Internship Expectations

1. Interpersonal, communication, and coordination skills to effectively help people in crisis, create a supportive environment, and advocate with community partners.
2. Maintain positive and appropriate relationships with OASIS constituents, including clients, volunteers, other interns, staff, staff from partnering agencies, board members, donors, and other community stakeholders.
3. Non-judgmental approach toward people that conveys respect for the individual's inherent value, and an understanding of how the impact of poverty and trauma affects people in different ways.
4. Administrative and computer skills (e.g., database entry) to complete case notes and other record-keeping and communication requirements.
5. Ability to work with constant interruptions (visitors, phone calls, changing priorities depending on agency needs, etc.) Flexibility and willingness to pitch in and do whatever is needed to serve clients.
6. Valid driver's license and current auto insurance.
7. Minimum lifting requirements of 40 lbs.
8. Agreement with OASIS mission, vision, and philosophy.
9. Adherence to OASIS policies and procedures.

Working Conditions

1. Some evening and weekend work may be requested.
2. Hazards may include physical threats from victims’ abusers. Client services staff may also be exposed to physical threats from mediating disputes between residents as well as illness from communal living situations.

The information provided in this document is intended to describe the general nature and level of work expected to be performed by the individual assigned to this position. This document is not meant to be an exhaustive list of all duties, responsibilities, skills and working conditions associated with this internship.

I have reviewed this job description with my supervisor and understand the expectations.

Intern Signature

Date

Supervisor Signature

Date