



Crisis Center Academic Year Internship National Runaway Safeline

The National Runaway Safeline (NRS) is seeking qualified candidates for a Crisis Center Internship position located at **3141B N Lincoln Avenue, Chicago, IL.**

ABOUT US:

The National Runaway Safeline (NRS), established in 1971, serves as the federally-designated national communication system for runaway and homeless youth. NRS with the support of more than 100 volunteers, makes 250,000 connections to help and hope through hotline, online and offline resources annually. Through the crisis hotline (1-800-RUNAWAY) and online (1800RUNAWAY.org) services, NRS' provides crisis intervention, referrals to resources, and education and prevention services to youth, families and community members throughout the country 24 hours a day, 365 days a year. For more information, visit 1800RUNAWAY.org.

POSITION RESPONSIBILITIES:

- Respond to crises on our 24-hour national hotline and digital platforms (interactive live chat, crisis email, forum)
- Assist with training crisis line volunteers completing role plays, listen-in shifts, and supervision shifts
- Work on projects related to the intern's skills/interests and NRS' needs—tasks allow interns to receive direct experience in helping to empower youth and families and working for a non-profit. Examples of past projects:
 - scheduling outside speakers on relevant topics
 - updating and creating resources for our call center
 - co-facilitating training sessions for volunteers
 - promoting our prevention program and use of our *Let's Talk: Runaway Prevention Curriculum*
 - creating continuing education materials on topics related to runaway and homeless youth
- Complete synopses of crisis communications and discuss with staff
- Additional tasks may be assigned as appropriate and needed

TRAINING:

NRS provides the intern with 40+ hour solution-focused trauma sensitive crisis intervention training program before answering crisis calls and digital services independently. This training is provided by NRS at no cost to the intern.

SKILLS AND QUALIFICATIONS:

- A junior or senior in an undergraduate program or enrolled in a graduate program. *Sophomores may be considered depending on their past volunteer and work experience.*
- Majoring in a human services field such as psychology, sociology, social work, human development, non-profit management or related field.
- Interest in adolescent issues and providing non-judgmental, non-directive, confidential support.
- Eligible to receive class credit from his/her academic institution (preferred).
- Available for a minimum of one academic year, working 8-12 hours per week for undergraduates and 15 hours per week for graduate students.
- Agreeable to flexible scheduling—preference given to those with at least 4 hours of availability Saturday and/or Sunday. Scheduling is discussed in more detail during the interview process.
- Bilingual English/Spanish is a huge plus but not required.

HOW TO APPLY:

To apply for this position, email your résumé and cover letter to the NRS' Trainer, Sabrina Hampton at shampton@1800RUNAWAY.org **and** complete the online application at: <http://bitly.com/NRSinternapp>. If we feel you would be a good fit for the position, we will contact you for an interview once we have received both of these documents. Applications are accepted at any time.