



# Central Iowa Shelter & Services

## Introduction to Human Services Internship

**Position Title:** Intern

**Classification:** Part-Time (20 hours/week)

**Office Location:** 1420 Mulberry Street, Des Moines, IA 50309

**Reports to:** Volunteer Coordinator & Manager of Client Services

**Applications accepted until the position is filled. Interested candidates should submit a resume to Elizabeth Boyer at [eboyer@centraliowashelter.org](mailto:eboyer@centraliowashelter.org).**

### **Organization Overview:**

Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals, and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

CISS has served people experiencing homelessness in Des Moines since 1992. In September 2012, CISS opened its current facility. The facility grew from being 8,000 square feet and 96 beds to 42,000 square feet and 207 beds. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and Project Based Section 8 Voucher efficiency apartments (38 rooms). Along with expanded housing capacity, CISS is also home to an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided three daily meals, access to shower and laundry facilities, and a daily medical clinic as well as individualized case management, life skills instruction, and referrals to other community services. Programming continues to evolve to meet emerging homeless and community needs.

### **Position Overview:**

The Intro to Human Services Intern collaborates with the Operations Team with the objective to support the mission of Central Iowa Shelter & Services and the clients served by assisting clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values. The Internship is an academic opportunity to learn about the reality of homelessness in Polk County and Central Iowa; to learn how to make appropriate referrals to CISS services and those offered by community partners; and a chance to connect with people experiencing homelessness and living in poverty and hear their personal stories and perspectives in addition to the structural attitudes of the institutions they must navigate. The position is part-time between 10-20 hours a week and is unpaid.

## **Responsibilities:**

- Provide support for CTI Workers and Shelter Assistants, working both alongside the Operations Team and independently to complete tasks.
- Supervise shelter and client affairs and assist clients of the shelter with needs and questions in accordance with Central Iowa Shelter & Services policies.
- Welcome new clients, complete intake paperwork, create proper client files and orient new clients to Central Iowa Shelter & Services and its policies.
- Perform general administrative functions such as noting within the communication log, answering the phone and responding to in-person inquiries in a professional manner. Provide appropriate information and referrals for those who need additional resources.
- Monitor the activities of clients to ensure the safety of clients, volunteers, and staff.
- Help volunteers with questions or issues when necessary.
- Provide crisis intervention as needed, including determining when it is necessary to involve other staff, administration, or the authorities.
- Maintain written and oral communication of incidents in accordance with policies.
- Other duties as assigned by supervisors.

## **Qualifications:**

- Must be 18 years of age or older
- Must be pursuing a degree at an institution of higher learning in Human Services, Social Work, Psychology, or a related field.
- Experience working or volunteering in one or more of the following areas: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, or with those living in poverty.
- Knowledge of community resources in the Des Moines metro area.
- Written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Proficiency in Microsoft Word and Excel; experience entering information into an HMIS database or ability to obtain a ServicePoint license preferred.
- Ability to be organized, self-motivated, and resourceful as well as willing to assist the Operations Team in various capacities as needed.
- Ability to perform light housekeeping and occasional lifting up to 30 pounds independently.

*Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation in accordance with federal and state law. People who have experienced poverty or homelessness are encouraged to apply.*