



National Runaway Safeline Crisis Services Intern

The National Runaway Safeline (NRS) is a 501(c)(3) organization committed to ensuring that America's runaway, homeless and at-risk youth are safe and off the streets. NRS provides critical crisis intervention and resources for youth and families 24 hours a day, 365 days a year via a hotline, text, chat, emails, and an online forum. The organization is based in Chicago and serves youth in crisis and their families from across the U.S. and the U.S. Territories.

Overview:

Interns work and learn as part of the Crisis Services team that provides trauma-informed, solution-focused crisis intervention, information, and referrals to young people that are facing crisis, have run away, or are experiencing homelessness via a crisis hotline and digital communication platforms (text, chat, emails, and an online forum). These positions are available as academic year opportunities, are part-time, and are based at NRS' office in Chicago with the possibility of hybrid work schedules.

Responsibilities:

- Respond to crisis communications on our 24-hour national hotline (via phone, live chat, crisis email, forum);
- Complete logs and synopses of crisis communications;
- Utilize both task supervisors and Clinical Supervisor for support and processing of contacts; and
- Work on projects related to the intern's skills/interests and NRS' needs.

Training:

- Interns complete the NRS 40+ hour trauma sensitive, solution-focused crisis intervention training program before handling crisis communications independently. Training may involve weekend and evening hours and candidates must be available to attend.

Requirements:

- Currently enrolled in a graduate program in a related field of study such as social work, psychology, sociology, human development, or non-profit management. MSW candidates particularly encouraged to apply.
- Enrolled with an internship class to receive class credit for their internship from their academic institution.
- All NRS interns and employees must successfully complete a background check prior to official acceptance for an internship.
- Ability to work in a quiet, confidential environment free of distractions with a stable internet connection that has the capacity to handle virtual meetings on camera. NRS equipment will be provided.
- We have two start dates for interns:
 - Fall Start: Academic year, approximately August-May, or

- Spring Start: January-August (spring semester and summer semester)
- We require a commitment for two semesters:
 - Approximately 15 hours per week, dependent upon school requirements
- Completion of 40+ hours of training either August/September for Fall start or January for Spring start of academic year.
- Flexible scheduling. Shifts are available from 7:00 a.m.-11:00 p.m. Monday through Sunday. Preference is given to applicants who are able to work a mixed schedule of day, evening and weekend shifts.
- Bilingual English/Spanish speakers encouraged to apply.

To Apply:

To apply for an intern position, please submit your résumé and cover letter to Clinical Supervisor, Stephanie Kiesling, LCSW at skiesling@1800runaway.org. Provide the following information in your cover letter:

- Current school and program
- Internship requirements needed for class credit such as number of hours, supervision, research paper, etc.
- Availability (days and hours)

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age, or disability.

Individuals with lived experience of homelessness or housing instability are encouraged to apply.