

Intern Counseling Program

Help Center Intern Job Description (Updated Fall 2017)

BACKGROUND: Intern Counseling Program was born out of a need in the community. Our desire is to create another option for low income and under insured folks to receive counseling without the burden of expense. In addition, we found that many of our volunteers were seeking masters level internships and wanted to continue with their Help Center work. We work closely with the MSU Graduate program and have also worked with online schools such as Prescott and Capella. Interns receive Individual and Group supervision from an LCPC on our staff as is required by their graduate program or the state. Interns keep track of their own hours.

PURPOSE: To provide counseling to the under-insured in our community and to provide a venue for Master's level counseling students to procure hours for their internship while fulfilling this need.

QUALIFICATIONS : Graduate interns must be currently enrolled in a graduate program. In addition, they must already be an adept volunteer or staff at the Help Center, having gone thru our hotline training and ASIST and become quite comfortable working the hotline and taking suicide calls and walk-ins. This generally takes at least 3-6 months so preparing for this long before the internship starts is very advisable. On occasion we consider accepting an intern who is not already a volunteer with us but this is decided on a case-by-case basis and we still attempt to provide a fairly intensive 'fast track' training for a couple of months before they can start seeing clients.

RESPONSIBILITIES:

Graduate Interns who are current *HC volunteers* must maintain at least one 4-hour hotline shift per week and perform the duties as described in the Volunteer Job Description.

Intern Employees must maintain their allotted shifts per month on the Staff Calendar and avail themselves to more shifts as necessary to keep the hotline covered 24/7. In addition they must perform all duties as laid out in their Crisis Counselor job description. (usually .25 or .5 position)

They are required to develop a 'caseload' of clients based on their required hours for school. Clients are dispersed to the Intern after approval by HC Supervisor. Intern employees are not compensated for the time they spend with clients or in supervision. They are, however, compensated for all hotline work as described in their employee job description.

AVAILABILITY AND COMMUNICATION: Because of *the crisis nature* of our program, all counseling Interns must consider being very available to respond to spontaneous requests from the Help Center. The Hotline workers are trained to call the Intern first when there is an immediate need (walk in, shift coverage, assistance with busy phones or outreach) Interns must be fully integrated into our communication system and avail themselves to client needs on a fairly spontaneous and immediate basis. In other words, responding within 5-30 minutes to a text message request, or within a couple hours to email requests is necessary. We realize that school and other job schedules might take precedence over Help Center immediate needs. But it is important that Intern at least respond quickly so HC can move forward with other arrangements.

Call reports are used as a way to communicate with each other about client issues as well as admin issues and necessary for keeping abreast of ongoing hotline issues. Therefore they must be read daily even if Intern is not in the building.

NOTEKEEPING while the HC requires all contacts to be recorded in their online software iCarol, complete notes of the sessions are NOT encouraged. Instead the Intern Counselor is encouraged to keep their own notes either on the HC hard drive, on their own laptop with secured access, or in traditional hard copy folders.

AUDIO RECORDING: The Help Center does not require Interns to record their sessions however sometimes their school program will require at least one or two recorded sessions. In this case, the HC supervisor will listen to said recordings and provide feedback. Sometimes the HC Supervisor will ask the counselor to record but in general it is not a requirement.

SUPERVISION interns will receive the required number of hours per client hours that is required by their program. It is the Interns responsibility to be completely informed as to what this means and make that arrangement with the HC supervisor. The HC supervisor offers at least 1 hour of individual supervision per week which is generally enough to fulfill mandates. They are also available for spontaneous consult as needed. The Intern is required to attend Group supervision. This takes place on Wednesdays at 11:30 and can go for 1-3 hours but no one is required to stay for the entirety.