Institute on Aging

INTERNSHIP POSITION DESCRIPTION

POSITION TITLE: **Internship for the Friendship Line – Center for Elderly Suicide Prevention (CESP)**

REPORTING RESPONSIBILITY: Friendship Line Manager and Supervisor

PRIMARY RESPONSIBILITIES:

Interns for the Friendship Line receive and make calls, offering an ongoing connection for older adults who may be lonely, depressed, mentally ill, bereaved or suicidal. As an intern you will talk to older adults, offering support and assistance by listening, acknowledging, or reassuring. Sometimes you will help by offering crisis intervention, elder abuse reporting, or information and referral. Most importantly you will help by being kind, friendly, nonjudgmental and compassionate. This is an unpaid internship.

Intern hours are flexible from 8am-8pm Monday-Sunday.

TRAINING:

All interns are trained to handle any of the calls that may come in.
Training's include: active listening, ageism, elder abuse, suicide risk assessment, cultural humility, countertransference, living with a physical and/or mental health disability/condition, and more.

TRAINING DATES: Saturday, January 28th and February 4th, 8:45-5pm

ESSENTIAL JOB FUNCTIONS:

- Learn our database and complete a UCLA Loneliness and Suicide Risk Assessment for each call.
- Attend relevant trainings offered by Friendship Line and IOA.
- Meet with FL Shift Leads or FL Manager for support and supervision.
- Demonstrate good active listening skills.
- Ability to take direction and to refer issues beyond scope of their duties to FL Shift Leads.
- All other reasonably related jobs as assigned by the Friendship Line staff.

EDUCATION:

- No specific education requirements, but a degree or relevant certifications would prove helpful; Human Services, Counseling, Social Work, or other health-related field, including Gerontology, Psychology, or Health Sciences.

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BACKGROUND & EXPERIENCE:

- Excellent organizational, interpersonal, and communication skills; detail-oriented; ability to multi-task
- Ability to work independently.
- Demonstrate good active listening and problem-solving skills, or ability to learn them
- Computer proficiency and comfortable learning our database.
- Flexibility and patience to work in a busy team environment.
- Ability to take direction and to refer issues beyond scope of their duties to FL Shift Leads.
- Excellent telephone skills
- Ability to type accurately at 60WPM preferred

START DATE:

The last date to apply is January 27th, however we prefer earlier as training starts on January 28th.

APPLY:

To apply please fill out our online application:
https://www.volgistics.com/ex/portal.dll/ap?ap=1933020968

CONTACT:

If you are interested and have any questions or concerns please call Timothy Riel at 415-750-4136, or email Triel@ioaging.org