

Lines for Life Crisis Intervention Internship

Anticipated Start Date: <Insert date range>

Anticipated duration: 6 – 12 months

Pay: \$0.00 (unpaid internship)

Location: Portland (in office)

About the Organization:

Lines for Life is a non-profit dedicated to preventing substance abuse and suicide and promoting mental wellness. We serve hundreds of thousands of people each year with our programs, services, and policies addressing substance use, suicide, and mental wellness in Oregon and beyond.

Position Summary:

Crisis Intervention Interns answer incoming calls to a variety of Lines for Life crisis and referral helplines with care and compassion, and within the scope of each helpline. Interns can expect to take calls on the following lines: Alcohol & Drug Helpline, Military Helpline, Senior Loneliness Line & YouthLine. Eligible interns may also take calls on the Oregon National Suicide Prevention Lifeline.

Anticipated Skill Development:

Through direct supervision and training, you will develop workforce skills related to:

- Crisis intervention experience – The intern will learn how to deescalate phone calls from people dealing with thoughts of suicide; mental health issues; substance abuse; PTSD; self-harm; unemployment; relationship issues; etc. with empathy and compassion
- Active listening – The intern will learn how to ask pertinent questions, pick up on verbal cues, and retain verbally transmitted information
- Crisis Call Reporting – The intern will learn which pieces of information are critical to include in a call report and learn how to complete the reports in our system in an accurate and timely manner
- Clinical judgment - The ability to make clinical assessments and appropriate referrals for professional and community services
- Teamwork & Interpersonal Skills – The intern will learn how to support crisis intervention specialists and how to actively cooperate with clients and providers to find a mutually satisfying solution
- Motivational Interviewing – the intern will learn and utilize the techniques of motivational interviewing to assist callers in their progress through the Stages of Change
- Self-care – The intern will learn how to manage working in a stressful environment by taking time to focus and tend to personal needs

Responsibilities:

- Demonstrate the culture of Lines for Life by modeling behavior that supports the organization's goals and philosophies
- Answer integral crisis helplines with compassion in accordance with the organization's training expectations and scope
- Document calls in an accurate and timely manner with relevant clinical information in an electronic health record system
- Complete mandatory training and workshops to continue learning the latest policies and protocols and stay up to date on crisis intervention tools & techniques

- Option to assist with extra projects that are relevant to the intern's educational goals and benefit Crisis Line operations or Prevention

Required Qualifications:

- Current Undergraduate or Graduate Program Student in good academic standing in a related field and that the internship ties to the formal education program by integrated coursework or the receipt of an academic credit
- An interest in substance abuse and suicide prevention, crisis intervention, and the promotion of mental wellness
- Sound clinical judgement; knowing when to reach out for consultation from supervisory staff
- Cultural responsiveness and ability to work with diverse groups of people
- Excellent communication and active listening skills
- Excellent oral, written, and communication skills
- Proficient with computer technology and able to multitask a digital phone system, medical health record system, and other Microsoft Office tools simultaneously
- To be considered for this internship you must complete the formal volunteer crisis line training (offered at no cost), which includes a minimum of 40 hours of virtual & in-office classroom training, as well as independent learning

Internship Schedule:

- A commitment of at least 6 months
- A minimum of 12-16 hours weekly (Portland office). We seek to reasonably accommodate around an intern's academic commitments
- Hours must be aligned with task/field supervisor for appropriate supervision

Physical Requirements:

- Work is primarily conducted in an office environment and requires the ability to sit or stand and work on a computer for long periods of time
- This position requires high energy, patience and controlling one's emotions, as well as the ability to think analytically
- This position requires interns to meet with their field supervisor for one hour each week, and the meeting may be conducted in-office or via Zoom depending on field supervisor needs

What to expect from this internship placement:

- Online application and remote interview
- Reference checks and a background check
- Crisis intervention training & technology training
- An initial meeting with your field/task supervisor that outlines your responsibilities
- Regular follow-up meetings with your field supervisor to monitor your personal and professional development, typically one hour per week with optional monthly group supervision
- Ongoing communication with field supervisor and Volunteer Program Manager regarding scheduling and school contract requirements

- Professional work environment
 - Punctuality is expected
 - Advance notice of absences or changes in schedule
 - Business casual attire
- Opportunities to earn additional certifications including Mental Health First Aid (MHFA) & Applied Suicide Intervention Skills Training (ASIST)
- Lines for Life maintains the right to terminate an internship at any time, as does the student intern

All Lines for Life interns & volunteers must be approved to work by the Oregon Department of Human Services' Background Check Unit. Background checks are completed after a conditional offer has been extended.