FrontLine Service  
Cleveland, Ohio

Mission Statement: Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises & overcome trauma.

Internship Title: The Mobile Crisis Team

Responsibilities/Projects: The Crisis Team has recently begun offering crisis services via chat and texting (to accompany our crisis phone line). We believe that after a basic training period (that we provide), any person who is caring, compassionate and a good listener can assist us in providing chat and texting crisis services.

There could be other possible opportunities for an intern to learn more about our crisis services ranging from for answering the crisis hotline to accompanying a crisis worker out in the community to provide a mental health crisis assessment.

Qualifications: We would prefer a person who is considering a career in the mental health or social service field.

Is there a language requirement? If so, please specify the language and level of proficiency needed. N/A

Working Conditions: Most of the crisis work is office based although it is possible that the intern could accompany another crisis staff person on a crisis assessment in the community.

On-site Supervisor/Mentor: Rick Oliver, Director of Crisis Services, rick.oliver@frontlineservice.org, 216-274-3309, 1744 Payne Ave, Cleveland, Ohio 44112

Additional contact: Jane Granzier, Associate Director of Crisis Services, and/or Lori Brady, Program Coordinator for the Crisis Chat and Texting Program would likely be the day-to-day contact person.

Mentorship Plan: Each person who works in the Mobile Crisis Team participates in our program orientation and training for the first week of their time with us. After that, most new staff member have daily interactions with the Crisis Team supervision team. We basically provide “real-time” supervision for all staff members working on the crisis team as well as providing scheduled individual and group supervision meetings.

Preparation: none needed

Does the intern need to provide her own transportation?  
- No, not necessary