Greensboro Housing Coalition, the advocate for fair, safe, and affordable housing, has brought our community together to resolved complex housing problems by building collaborations with different organizations, advocating for public policy changes, and participating in research studies about best practices. We counsel homeowners facing foreclosure or needing repairs, tenants trying to prevent eviction or get their landlords to complete maintenance, and homeless families trying to move into safe housing.

**Internship Position Title:** Homeless Prevention/Hotline Intern

**Position Details:** The student will have the opportunity to work alongside our Homeless Prevention/Hotline Counselors to gain insight into the following areas:

- Landlord/tenant responsibilities
- Landlord/tenant dispute resolution resource
- Emergency assistance resources for rental and utility assistance as well as for clothing and food
- Conditions that warrant a referral to GHC’s Healthy Homes Team or the city code enforcement department
- How to do housing searches for people looking for housing

**Position Responsibilities:** Include but are not limited to:

- Helping individuals and families to move from homelessness to safe affordable housing
- Using an evidence-based assessment tool to measure the level of support needed to access and maintain rental housing
- Raising community awareness about homelessness and the shortage of affordable housing
- Advocating on behalf of tenants faced with eviction to prevent homelessness; Collaborating with other organizations, teamwork

**Qualifications:**

- Compassionate and charismatic personality
- Ability to hold clear and firm boundaries
- Strong verbal, written, and media communication skills; strong listening and critical thinking skills to increase perception and problem solving abilities; and creative thinking out of the box
- Educational background or coursework experience in Social Work or other Human Service field would be helpful
- Professional disposition and attire

**Is there a language requirement?** No language requirement; Spanish-speaking abilities would be a plus

**Working Conditions:** Intern will share a workspace designated for interns and volunteers located in the Healthy Homes wings in the office. Workspace will have access to a computer and telephone for use to complete position responsibilities.

**On-site Supervision/Mentor:** Robbielene Lawhorn, Homeless Prevention Team Manager, 336-691-9521, robbielene@greensborohousingcoalition.com, 122 N. Elm St, Suite M-4, Greensboro NC 27401

**Mentorship Plan:** Student will work with and observe experienced housing counselors doing interviews or home visits. The student and mentor discuss what transpired in the interviews and the reasoning behind the suggestions and/or actions taken by the housing counselor. The student will begin to interview clients with the mentor/experienced housing counselor observing to build confidence and assure quality client service. When the student is ready, he or she will begin to interview independently with experienced housing counselors close by for consultations, as needed. The student will attend outreach events and experience a home visit with an experienced housing counselor as well as at least one home visit with a Healthy Homes team member.

**Does the intern need to provide his/her own transportation?** Reliable transportation to and from office is required, a personal vehicle is not required