Total Action for Progress  
Roanoke, VA  

Mission Statement: TAP helps individuals and families achieve economic and personal independence through education, employment, affordable housing, and safe and healthy environments.

Internship Title: Virginia CARES Ex-offender support  

On-site Supervisor/Co-educator: 
Name: Sam Coles  
Title: Case Manager Virginia CARES  
Email: sam.coles@tapintohope.org  
Telephone: 540-283-4903  
Mailing Address: 302 2nd Street Roanoke, VA 24011  
Physical Address (if different): same as above

Additional Contact:  
*Indicate if there is someone other than the mentor that the Shepherd Internship Program staff should contact.* Jo Nelson, Acting Director TAP This Valley Works 540-598-4219  
jo.nelson@tapintohope.org

Duties/Project Description:  
Work with ex-offenders who are participating in VACARES from initial contact through follow-ups and various referrals. Be available in computer lab to assist ex-offenders with resume writing, on-line job search, and on-line applications; work with ex-offenders who walk in off the street to assess current needs and make appropriate referrals in the community. Follow-up with ex-offenders to ensure needs are being addressed; file reports on progress; look for additional referral resources in the community. Assist in support groups and educational classes for ex-offenders.

Qualifications:  
Understanding of basic needs of low-income or disadvantaged populations; ability to build short-term relationships with people; ability to be empathetic; good customer service skills.

Orientation Plan: Staff will work one-on-one to orient on job specific skills. Our agency volunteer coordinator will provide paperwork and policy information briefing to interns. Management staff will do overview of agency expectations and complaint policy.

Supervision/Mentor Schedule: Sam Coles works M-F 8:30 to 5. He will be available at all times. Will meet formally on a weekly basis to assess intern progress.

Non-English language requirement? None; but helpful if is bilingual in Spanish.

REV: December 2014
**Working Conditions:** All office equipment and supplies are provided; space already set-aside.

**Preparation:** No specific books; but should stay current on affairs related to restoration of rights and the ban the box movement in news sources.

**Is the organizational accessible via public transportation?** YES

**Does the internship require use of personal vehicle?** No