Volunteers of America of Kentucky, Inc.
Louisville

**Mission Statement:** To create positive change in the lives of individuals and communities through a ministry of service.

**How VOA carries out this mission:** Volunteers of America of Kentucky is a faith-based human services organization operating 35 programs in 5 states and creating positive change with the following services:

- Providing support services with activities of daily living to individuals with intellectual disabilities who are unable to live independently or who live independently and are still in need of support services;
- Providing case management and other supportive services to veterans to prevent or end homelessness and increase veterans’ employment options;
- Preventing transmission of HIV/AIDS through prevention screenings and case management with persons living with HIV/AIDS;
- Providing addiction recovery treatment and services for persons who are chemically dependent;
- Providing affordable housing for low income elderly and mentally ill persons with service coordination available to tenants;
- Preventing eviction of families and individuals living in public housing via rental assistance;
- Providing affordable permanent housing to adults with severe mental illness and low-income elderly persons;
- Serving families who are homeless at **Louisville Family Housing Services** with family emergency shelter and transitional housing programs by providing housing counseling, case management services, and life skills education in the areas of parenting and financial literacy education/budgeting. These services result in the families achieving transitional or permanent housing, improving parenting, and improving skills in budgeting/money management.

The proposed internship would be at the Louisville Family Housing Services (specifically with the Family Emergency Shelter and Transitional Housing Programs) location in Louisville, KY.

**Internship Title:** Human Services Assistant, Family Housing Services

**On-Site Supervisor/Co-Educator:** Katie Receveur, CSW, Director of Clinical and Social Services, katier@voaky.org; 502-635-4532 (office), 1436 S. Shelby Street, Louisville KY 40217

**Additional Contact:** Donna Trabue, donnat@voaky.org; 502-489-4671 (cell) or 502-636-4641 (office)

**Duties/Project Description:** The placement will be in the Volunteers of America’s Louisville Family Housing Services which includes the Family Emergency Shelter and Transitional Housing for homeless families. This program serves single-parent and two-parent families with dependent children and unaccompanied pregnant women within two weeks of their expected delivery date. Interns will assist in the day-to-day operations of the shelter, provide case management services, and facilitate or co-facilitate weekly life-skills education as described previously for homeless families. Interns will work with staff to facilitate the parenting group (“Becoming Confident Parents”) and will develop individualized budgets for families assigned to them. The interns will provide support of children’s activities including facilitating or assisting with children’s groups/life skills classes. The life skills classes listed here and described previously for adults or children may evolve or change, based upon identified

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client interest and need and the availability of resources. Interns will have the opportunity to learn about the components of service delivery to this population through active participation in the operations of the Family Emergency Shelter and Transitional Housing programs. All of these activities serve to assist the programs in meeting the goals of helping families to secure stable (transitional or permanent) housing, achieve educational and/or employment goals, and establish an improved financial situation at exit from the programs.

**Qualifications:** Prior experience with homeless or low-income families or individuals is preferred but not required. Skills needed include good people skills the ability to listen with empathy, to relate respectfully and positively even in trying circumstances and to interact in a way that communicates acknowledgment of the dignity of all individuals. Interns will need to work well both independently and successfully with a team, to learn and accept supervision, to communicate well verbally and with good writing skills, and to develop the ability to work in a challenging residential program with multiple priorities and a population with complex needs. Interns must have an interest in poverty and homelessness and expanding opportunities for low-income persons, in keeping with VOA’s commitment to holistic and non-paternalistic case management.

**Orientation Plan:** The interns will receive an agency and program orientation outlining policies and procedures. The orientation will include the organizational history, mission, strategic plan, and program goals. Training will include security and safety through prevention and appropriate boundary-setting with clients. Other professional development opportunities will be available to the interns, for example, how to address domestic violence and compassion fatigue. Interns will also learn about the effects of homelessness on children and enhancing their resiliency and post-traumatic growth. The facility is staffed for 24 hours 7 days per week. Staff will always be on site for consultation guidance. Intern schedules will be determined in consultation with the supervisor and will primarily be daytime hours, but will likely include some evening hours/flexing of schedules to accommodate client work or school schedules or other programmatic needs.

**Supervision/Mentor Schedule:** Weekly group and individual meetings will be provided by the supervisor and the Chaplain will provide guidance and advice at least monthly.

**Non-English Language Requirement:** N/A

**Working Conditions:** Interns will have access to a computer and work space, most likely in offices shared with other staff. Private space is available for interns to meet with families outside family housing units.

**Preparation:** Interns should review [*America’s Youngest Outcasts*](http://www.familyhomelessness.org) report on the website of the National Center for Family Homelessness at [www.familyhomelessness.org](http://www.familyhomelessness.org). Other information on the website should be reviewed as well.

Accessibility to Public Transportation: YES (there is easy access to the bus line).

Requirement for Use of Personal Vehicle: No