2016 Internship Opportunity

TAP
Roanoke, VA, 24011

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

Primary Service Area - Community and Individual Services

Primary Groups of People Served - Individuals of all ages, Homeless, Veterans, Ex-Offenders, Trauma Victims

Website URL and Facebook, or other information links, if available - www.tapintohope.org,

Title of Internship - Veterans' Help Desk

Primary Duties of Intern - Staff the help desk in the lobby of the agency in order to meet and work with veterans who walk in. The intern will assess current needs and make appropriate referrals in the community. Responsibilities include following up with veterans to ensure their needs are being addressed, to file reports on progress and to look for additional resources in the community.

Seeking Skills and Interests, including: Direct Client Relations, Teaching, Social Work.
Important Work Qualities include - Self-motivated, Attention to detail, Team player. Seeking Personal Qualities, include - 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. Interest in building knowledge of problems confronting veterans and assistance available to them.

Percent of time internship is likely to spend with direct Client Contact - 75%

Details

Does the Organization require its own Application process? Formal phone interview

www.shepherdconsortium.org
**Orientation for Intern** - 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.

**Supervisor/Mentor Schedule** - Weekly

**Physical Work Space** - First Floor Desk area -- lobby area

**Is this Organization Accessible via Public Transportation?** Yes, it's convenient. **Does this internship require the use of a car?** No, there is no driving requirement with this internship.

**Personnel Background Security** - No

**Is this a new offering in 2016?** No

**Recommended Readings for internship preparations?** Google HVRP (national title) and read the information from the Department of Labor for best practices etc.