



## **Emergency Infant Services**

### **Volunteer Position Description**

**Job Title: Social Services Intern**

**Reports to:** Social Services Director and/or Volunteer Coordinator

**Purpose:** A social services intern has the opportunity to work directly with families in crisis to determine their needs and to provide them with available items. Intern will work with EIS staff and volunteers.

**Location:** This position is at our downtown location at 222 S Houston Ave. in Tulsa, OK.

#### **Key Responsibilities:**

- Exercise reflective listening, documenting the nature of client's emergency.
- Record observations in case notes on computerized social service record.
- Explain EIS' range of services, emphasizing its focus on addressing short-term emergency needs.
- Gather tangible items according to EIS guidelines.
- Link the adult family members to collaborating social services agencies that can assist with long-term needs.
- Assist by asking open-ended questions, to fully understand the client's need.
- Assure that families complete all paperwork required to render services.

#### **Desired Qualifications:**

- Bilingual in Spanish a plus
- Excellent interpersonal and communication skills.
- Ability to contribute and thrive in a collaborative work environment.