

CALL SPECIALIST INTERN

Interns in the Information and Crisis Services Program will be assigned projects that extend learning beyond their coursework. Interns will provide direct service to clients by answering the 24-hour Helpline and Suicide Lifeline. Interns are trained to answer information and referral, listening and support, and crisis intervention calls on FirstLink's 24-hour Helpline, texting line, and Suicide Lifeline. Interns will gain valuable knowledge and skills in the human services field. FirstLink does require that call specialist interns receive credit from their school for their internship and commit to at least 150 hours. The Helpline is in the Fargo-Moorhead area. The internship is unpaid

Following are a list of benefits of the call specialist internship program:

- Gain crisis intervention skills
- Expand your knowledge of community resources
- Build your communication skills
- Work with a variety of people
- Participate in a professional training program