

Crisis Counseling 24-Hour Hotline Internship Program Application

Thank you for your interest in becoming an intern with the Crisis Counseling 24-hour Hotline Program at Crisis Services! The CCP Hotline Program serves as the center of agency operations, receiving over 100,000 calls annually, and provides immediate access to all Crisis Services Programs including Emergency Outreach and Advocate Programs. Our hotline counselors are trained in telephone lethality assessment to assess the level of individual risk and to determine the appropriate level of services. We provide crisis counseling, suicide prevention, support, information and referral. The CCP Program also provides 24-hour coverage of our Addictions and Open Access Hotline, Kids Hotline, Chautauqua County Hotline, National Suicide Prevention Lifeline, and serves as the afterhours continuum for specified Mental Health behavioral agencies within Erie County.

Crisis Counseling 24-Hour Hotline Internship Program

Interns Accepted: Bachelors of Social Work, Bachelors of Psychology, Bachelors of Public Health

*Types of interns that can be accepted at any given point may fluctuate, due to the availability of managers/staff that can provide supervision.

Internship Guidelines

Students enrolled in the above education programs can apply for internships in the Crisis Counseling 24-hour Hotline Program. A placement in the CCP program offers experience working on the 24-hour hotline short-term, and/or various projects within the CCP Program (ex: resource and data base maintenance).

What are the qualities and traits of the appropriate and ideal internship candidate?

- Possess a strong desire to work with clients who are diagnosed with serious and persistent mental illness (SPMI).
- Possess the ability to think quickly and work in a fast-paced environment.
- Possess a wish to develop strong clinical skills, professional identity, and theoretical orientation.
- Professional, assertive, and personable
- Possess knowledge of, and ability to use, basic engagement and counseling skills.
- Ability to work effectively as part of a team.



- Helpful to have knowledge of trauma-informed care and the impact of trauma on individuals.
- Ability to have a flexible schedule and able to work non-traditional hours within the 24-hour structure.

How should a potential intern apply?

Those interested should inquire within your Schools Field Education Office and follow the school's established placement procedure. Interviews are arranged directly between your school and the Program Director. Students must commit to 12-15 hours per week on a set schedule and students with flexible availability are given priority. Evening and weekend hours are usually open and in demand for assistance. Letters of Interest and resumes are accepted year round, but spaces often fill up 6-12 months in advance.

Due to the intense training and resources required in training students, we can only accept students for the full duration of a program internship hours. Unfortunately, we cannot accept practicum-only students.

Current Available Internships:

Crisis Counseling 24-hour Hotline Program: Currently accepting applications for [January 2020](#) and later.

Spots are extremely limited! Placement Coordinators and interested students should contact Rachel Morrison, Program Director, Crisis Counseling 24-hour Hotline Program at rmorrison@crisiservices.org