

Organization Name: Northwest Fire District

Level of Expertise Needed: Undergraduate

Preferred qualifications: 2.5 GPA, Junior or Senior, Interest in Social Service

Internship Project Title: Community Assistance Program "CAP" Intern

Project Description:

The intern will provide support and facilitate access to resources for community members who have experienced a traumatic or life-disrupting event. Provide mobile crisis response service for CAP Respond to crisis calls from Police and Fire Determine individual and family members immediate needs, and assist them in identifying appropriate resources for additional assistance if needed Assist the community member in gaining access to resources/service provider by completing appropriate paperwork to meet referral criteria as needed Participates in Staffing Conferences Consults with and provides follow up to staff Document services provided to the community member using approved forms Document services provided in weekly/monthly reports Consults with supervisors and staff as needed Attends training as appropriate Understand role as a mandatory reporter and complete reports as indicated Gain knowledge of the community and resources available in the community to support those in need. Prepare materials as appropriate for community members.

Student Characteristics:

A successful intern will have a desire to help people in need. They will be able to provide a caring, understanding and encouraging presence. Key qualities of a CAP Intern are persistence, empathy, patience, dependability, objectivity, flexibility and resilience. In addition to possessing a valid Driver's license, the candidate will be required to pass a fingerprint check, background check, and Northwest Fire District Policy Review.

Organization Background:

Northwest Fire District has served residents and businesses in the northwest Tucson metro area for more than 30 years. A group of conscientious community members who wanted quality service and protection established the District in the early 80's. Since the District answered its first call, it has provided increasingly higher levels of fire protection and life safety services to a rapidly growing population. These services are offered from ten strategically located fire stations situated across 151 miles that make up the Northwest Fire District. The CAP Team originated as the result of firefighters seeing the needs that existed following a call for service and their inability to stay out of service and offer support and resources to the community member as well as to facilitate the connection to those resources. They are easily able to fulfill the first two parts of the mission but are unable to devote the time and effort required to facilitate the community connection to resources following a call. The need for CAP Team services is expanding as the population increases in the area and the need for qualified responders is expanding as well.

Where: The intern will be based at the CAP office located at Battalion Chief Headquarters at 4701 N. La Cholla Blvd. Tucson, AZ 85705; however, the position is community based so travel throughout Tucson may be required.

Supervision: Stacey Christian, M.Ed., Community Assistance Program, Intern/Practicum Supervisor, Heathre MacAlees, Community Assistance Prog

Compensation/Benefits:

Although it is an unpaid position, the student will have the opportunity to be a part of an innovative and community-oriented program that sets a standard for post-incident care.

The student will gain in knowledge, skills and abilities in the following areas:

- Operations of Northwest Fire and the CAP Team
- Training in the areas of Crisis Response, Crisis Intervention Strategies and HIPPA policy
- Pertinent Federal, State, and local laws, codes, and regulations
- Local behavioral health, social services and other community referrals and resources
- Northwest Fire District Policies and Procedures
- Group dynamics and human behavior, ethnicity, and cultures
- On Scene communication and procedures
- Assessment of scenes and individual needs
- Effective Intervention strategies
- Communication techniques for individuals in crisis
- Report writing/Documentation
- Appropriate and effective radio communication
- Maintain confidentiality at CAP scenes
- Respond to scenes quickly and safely while maintaining the district standard
- Maintained secured records of program responses and training
- Complete projects in a timely manner
- Follow through with directives
- Mitigate stressors of community members
- Update supervisor on call issues and activities
- Work a flexible schedule (respond to scenes after business hours, weekends, and holidays)
- Operate a district issued radio, phone, computer, response vehicle
- Work effectively in an environment subject to changing priorities and interruptions
- Communicate effectively, both oral with customers, clients, employees and the public in face-to-face, one-on-one settings, group settings or by telephone
- Communicate effectively in writing and to prepare written and electronic documents
- Plan, implement, evaluate, and report activities conducted
- Establish rapport with others to develop an appropriate on scene relationship
- Present oneself in an appropriately professional manner to the community and staff
- Participate in supervision and training with an openness to learning and receiving feedback regarding performance, presentation, and relationships with others
- Be consistent and flexible as circumstances warrant
- Effectively weigh and evaluate personal needs, community member needs and the aims and policies of the District; and respond to and negotiate the competing needs as appropriate
- Remain calm and supportive in crisis
- Demonstrate self-awareness relating to others and willingness and ability to modulate this personal style as conditions warrant
- Establish and maintain effective working relationships by working cooperatively with other District employees, supervisory staff, public officials and related agencies and the public
- Maintain a positive and professional work environment
- Work safely and courteously to promote a strong team atmosphere

Application Contact Information: Stacey Christian, 520-730-1751

In addition to the required University documents, a resume and cover letter should be submitted to:

Stacey Christian
Northwest Fire District
5225 W. Massingale Road
Tucson, AZ 85743

Once these documents are received potential candidates will be expected to complete a Northwest Fire district Volunteer Application.