

## Employment Program Intern Position

Job Title: Employment Program Intern  
 Department: Refugee Resettlement Services  
 Reports to: Employment Specialist(s)  
 Date: August 2020

The Employment Intern assists the employment team in providing services to refugees and asylees. The goal of the employment team is to help clients become financially self-sufficient as soon as possible after arrival. The Employment Intern works directly with the employment specialists

Role	% of Time	Primary Responsibilities
<b>Employment Counseling and job development</b>	85%	<ul style="list-style-type: none"> <li>➤ Remote:</li> <li>➤ Research and initiate contact with potential employers and maintain relationships with current employer partners.</li> <li>➤ Research and identify job openings, complete job applications, arrange interviews, and negotiate placements.</li> <li>➤ Based on client intake and service plan, build resumes and screen clients to best match clients with available jobs.</li> <li>➤ Assist with employment orientation as needed.</li> <li>➤ Schedule and hold interview prep sessions with individual or groups of clients as necessary.</li> <li>➤ Counsel clients individually on various aspects of US work culture, employer expectations, and workplace norms.</li> <li>➤ Counsel clients on appropriate clothing for interviews and work, taking clients to purchase clothes and shoes if necessary.</li> <li>➤ Assist clients in communicating with and conveying information to HR managers and supervisors.</li> <li>➤ Assist with finding child care providers and submitting applications for child care subsidies as needed.</li> <li>➤ In Person:</li> <li>➤ Escort client to interviews, facilitate the interview, and complete necessary HR paperwork.</li> <li>➤ Counsel clients on public transportation routes to and from work and home prior to their first day of work. Escort clients on public transportation when necessary.</li> </ul>
<b>Administration</b>	15%	<ul style="list-style-type: none"> <li>➤ Maintain a live, comprehensive, and updated to-do list on a shared platform with supervisors.</li> <li>➤ Maintains detailed, timely, and accurate case notes of all services provided to clients. Report monthly to supervisor all client referrals and placements.</li> <li>➤ Collaborate with other departments to ensure all clients receive the best possible support from RefugeeOne.</li> <li>➤ Participates fully in department and agency meetings, providing updates on clients served when appropriate.</li> <li>➤ Participates in trainings as required.</li> </ul>

		➤ Completes other duties and tasks as assigned.
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Competencies include:

- Strong ability to coach others in setting and achieving goals
- Ability to teach others, particularly from diverse backgrounds with varying degrees of English language skills
- Exceptional problem solving skills, including the ability to develop and follow through with practical solutions
- Collegial and collaborative with colleagues – a team player
- Is able to maintain calm, professional demeanor and take action in stressful situations
- Resilient and Resourceful
- Excellent organizational and networking skills.
- Strong time management skills; able to juggle multiple priorities and responsibilities
- Ability to set appropriate boundaries, including the ability to say “no” when in the best interest of the client and agency
- Able to maintain patience and courtesy even in difficult circumstances
- Excellent communication skills with non-native speakers of English
- Excellent interpersonal skills with individuals from a variety of ethnicities, cultures and backgrounds
- Demonstrates respect for people from all races, cultures, religious and ethnic backgrounds
- Flexible in work schedule
- Passion for the mission and vision of RefugeeOne

Benefits and skills to be gained:

- How to use a Client Relationship Management (CRM) database, a platform that is often used in non-profit and other professional settings.
- Developing an understanding of US immigration policy and practice, and an opportunity to better understand the lived experience of refugees and asylees.
- Communicating creatively with people of varying levels of English, English literacy, and technological literacy.
- Building professional but personal relationships with clients in a nonprofit setting.
- How to be accommodating, flexible, and clear with colleagues and clients alike.
- Learning how to work with and encourage clients while also learning how to set professional boundaries and be firm, when necessary.