

## Housing Intern Position

Department: Refugee Resettlement Services  
 Reports to: Housing Manager  
 Term: Fall 2021 or Full Academic year (start/end dates flexible)  
 Hours: 16 hours per week from 8:30 a.m. – 4:30 p.m.

The Housing Intern assists the program manager in providing affordable, clean and safe housing for newly arrived refugees. The goal of the program is to help clients find a new home in Chicago in an affordable, safe and accessible apartment.

Role	% of Time	Primary Responsibilities
<b>Housing assistance</b>	90%	<ul style="list-style-type: none"> <li>❖ Apartment set-up for new arrivals</li> <li>❖ Airport pick-ups if needed</li> <li>❖ Assist with setting up utilities</li> <li>❖ Contact landlords for maintenance issues and ensuring problems are resolved</li> <li>❖ Assist with housing assistance applications</li> <li>❖ Become familiar with affordable housing options in Chicago</li> <li>❖ Ensure storage space is kept clean and organized.</li> </ul>
<b>Administration</b>	10%	<ul style="list-style-type: none"> <li>❖ Attend and participate in department and agency meetings, and training as required</li> <li>❖ Complete accurate reports on expense documentation</li> <li>❖ Enter financial expenses into data base</li> <li>❖ Pay utility bills</li> <li>❖ Assist other staff members as needed.</li> </ul>

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

**To Apply:** Please email your resume and 1-page cover letter (including your daytime availability) to Ms. Jan Douglas at: [jdouglas@refugeeone.org](mailto:jdouglas@refugeeone.org). Note: Housing Intern in the subject.