

## IRC New York Fall 2008 Internships

The following internships are available within the IRC New York Resettlement Office for fall 2008:

- Resettlement Office Intern
- Reception and Placement Casework Assistant Intern
- Casework Intern for Follow-up Services
- Employment Services Intern
- Resource Development Intern
- Literacy for Life Class Instructor
- Literacy for Life Computer Instructor
- Literacy for Life Group Tutor

See below for detailed a description of each internship.

To apply for summer internship positions, please email [NewYork@theIRC.org](mailto:NewYork@theIRC.org) with

- Your updated resume/CV
- Cover letter
- The dates and hours per week you are available for the internship
- Please provide the title of the internship position for which you are applying in the subject line of your email.

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### **Background**

Founded in 1933, the International Rescue Committee provides emergency relief, protection, rehabilitation assistance, resettlement services and advocacy for refugees and victims of oppression or violent conflict. Staff and volunteers provide shelter, medical and public health assistance, education, training, and income-generating programs for refugees in nearly 30 countries.

The IRC also helps refugees resettle in the United States. Staff members and volunteers believe that refugees' greatest resources are themselves, and we help our clients to translate their skills, interests, and past experiences into assets that are valuable in their new communities. To this end, we provide access to the tools of self-reliance: housing, food, and clothing, employment training and placement, education, community orientation, and immigration services, while helping refugees to articulate and realize their dreams.

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### **Resettlement Office Intern**

#### **Scope of Work**

The Resettlement Office Intern will provide coverage for the reception desk and greet and direct client walk-ins. The Intern will answer IRC New York's main telephone line, direct incoming calls to staff as appropriate and provide basic information about the IRC to callers. The Intern will provide additional clerical assistance, such as filing, data entry, and photocopying at the IRC office. The Intern will also assist casework and job development staff in providing services to newly arriving refugees, such as escorting clients to appointments, preparing resumes or other related tasks.

### **Essential Position Functions**

- Perform reception duties and direct incoming phone calls to appropriate staff.
- Assist staff with sorting and filing of documents and case files.
- Assist staff with production, copying, and mailing of materials.
- Assist casework staff with resettlement services for clients, including setting up apartments for new arrivals; assisting clients with application for Social Security and state identification cards; and preparing forms and paperwork.
- Display sensitivity to cultural and personality differences of refugee clients. Respect their beliefs and values.
- Adhere to IRC policies, particularly those related to confidentiality and client privacy.
- Communicate effectively in person and by telephone.
- Other related duties as assigned.

### **Requirements**

- Reliable and flexible.
- Ability to represent the IRC in public forums and meetings with local stakeholders
- Able to work both independently and as part of a multicultural team to ensure proactive, quality services.
- Willing to learn about IRC history, philosophy, global work, and local efforts.
- Willing to learn about cross-cultural communication and ethnic backgrounds of clients.
- Willing to adhere to IRC volunteer and workplace policies.
- Ability to communicate clearly and effectively in English; additional fluency in a refugee language preferred (e.g. Karen, Burmese, Nepali, Hindi, Arabic, Mandarin, Cantonese, French, Spanish).

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## **Reception and Placement Casework Assistant Intern**

### **Scope of Work**

The Casework Assistant will assist casework staff in providing services to newly arriving refugees. Volunteers must be willing to learn about IRC's worldwide and local operations, and learn about refugee clients and their cultures. Volunteers will work closely with newly arrived refugees, which will require them to be sensitive to the cultural and personality differences of clients and aware of the proper boundaries for interaction. The Casework Assistant will communicate regularly with IRC staff.

### **Essential Position Functions**

- Assist casework staff with reception services to clients, including setting up apartments for new arrivals; assisting clients with application for Social Security and state identification cards; teaching clients how to cash checks and use public transportation; assisting clients with medical appointments, grocery shopping, and school; and preparing forms and paperwork.
- Maintain accurate record of all services provided.

- Display sensitivity to cultural and personality differences of refugee clients. Respect their beliefs and values.
- Maintain proper boundaries with clients, and refer issues regarding employment, social services, and health care to appropriate staff members
- Adhere to IRC policies, particularly those related to confidentiality and client privacy.
- Communicate effectively in person and by telephone.
- Other related duties as assigned.

### **Requirements**

- Reliable and flexible.
- Ability to represent the IRC in public forums and meetings with local stakeholders
- Able to work both independently and as part of a multicultural team to ensure proactive, quality services to clients.
- Knowledge of the US Refugee Program is desirable.
- Willing to learn about IRC history, philosophy, global work, and local efforts.
- Willing to learn about cross-cultural communication and ethnic backgrounds of clients.
- Willing to adhere to IRC volunteer and workplace policies.
- Computer skills preferred.
- Ability to communicate clearly and effectively in English; additional fluency in a refugee language preferred (e.g. Karen, Burmese, Nepali, Hindi, Arabic, Mandarin, Cantonese, French, Spanish).

## **Casework Intern for Follow-up Services**

### **Scope of Work**

The casework assistant intern for follow-up services will work closely with casework and youth program staff to provide on-going and specialized services to refugees who have been in the United States for more than six months.

### **Essential Position Functions**

- Evaluate service needs in consultation with case managers and clients; develop client care plans.
- Support the implementation of client care plans by providing direct client support and advocacy as needed especially in securing affordable, long-term housing, accessing appropriate schools and child care situations, accessing the appropriate social services, etc.
- Maintain accurate record of all services provided.
- Work with service providers to support refugees/asylees in their transition to mainstream and specialized services (mental health, social services, education services, community groups, job upgrade, immigration) through referral and program education.
- Other tasks as assigned.

## **Requirements**

- Bachelor's degree or currently a student with a major in social work, sociology, psychology, education or a related field; graduate student preferred.
  - One year of previous experience working with immigrant populations, preferably in a direct service setting;
  - Ability to represent the IRC in public forums and meetings with local stakeholders.
  - Able to work both independently and as part of a multicultural team to ensure proactive, quality services to clients.
  - Ability to communicate clearly and effectively in English; additional fluency in a refugee language preferred (e.g. Karen, Burmese, Nepali, Hindi, Arabic, Mandarin, Cantonese, French, Spanish).
  - Knowledge of the US Refugee Program is desirable.
  - Computer skills a must.
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## **Employment Services Intern**

### **Scope of Work**

The employment services intern will assist in carrying out activities in accordance with requirements set by the Department of State, Department of Health and Human Services and New York State – Bureau of Refugee and Immigrant Affairs. Employable refugees will receive services based on federal guidelines and direct job placement must occur as soon as possible after refugees arrive in the United States.

### **Essential Position Functions**

#### **Job Development**

- Assist in establishing contacts and building working relationships with area employers.
- Maintain employer relationships and assist in maintaining data base and job bank containing employer details.
- Assist in the placement of clients in jobs
- Attend local job fairs and respond to job advertisements posted by local businesses.
- Help with negotiating hourly salary and wages with business community and serve as an advocate for refugee employment.

#### **Job Counseling**

- Assist in planning and coordinating bi-weekly job readiness classes for refugees.
- Attend job readiness classes and conduct appropriate training for employable refugees.
- Assist refugees with all aspects of job preparation, including completing job applications, preparing resumes for all adults, conducting mock job interviews, dressing for success and navigating public transportation system.
- Work with job developers to conduct direct job placement in coordination with refugee and employer.

## **Requirements**

- Undergraduate Juniors and Seniors majoring in Social Sciences, Labor Studies, Social Work, or related majors
  - Computer literate; ability to utilize the Refugee Resettlement System as primary source for all service-related documentation.
  - Ability to work with multicultural caseload and ethnically diverse staff and serve as strong advocate for refugees.
  - Strong communication skills and patience a must.
  - Ability to represent the IRC in public forums and meetings with local employers.
  - Accuracy in data entry skills, organization and good attention to detail.
  - Knowledge of the US Refugee Program is desirable.
  - Must have good time management skills and ability to maintain absolute deadlines.
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## **Resource Development Intern**

### **Scope of Work**

The Resettlement Intern will assist the Resource Development Department of the IRC New York Resettlement Office. The Intern will assist Resource Developers in procuring and acknowledging in-kind donations, such as clothing and furniture, to help refugee clients get started in America. The Intern will also assist in volunteer recruitment, management, and acknowledgement, and work on projects such as the volunteer newsletter.

### **Essential Position Functions**

- Identify possible donations and facilitate delivery or pick-up of donations.
- Organize donations in the resettlement office; ensure equitable distribution of donations to clients.
- Maintain database of donor, volunteer and donations information.
- Assist with monthly reports for major grants.
- Communicate effectively in person and by telephone.
- Assist in grant research and writing.
- Administrative tasks as needed.
- Other related duties as assigned.

### **Requirements**

- Current undergraduate student pursuing degree in social work, sociology, psychology, education or a related field preferred.
- Reliable and flexible.
- Willing to learn about IRC history, philosophy, global work, and local efforts.
- Willing to learn about cross-cultural communication and ethnic backgrounds of clients.
- Knowledge of the US Refugee Program is desirable.
- Willing to adhere to IRC volunteer and workplace policies.
- Computer skills preferred.
- Excellent research, written, and verbal communication skills.
- Detail oriented and self-directed.
- Familiarity with and willingness to do administrative tasks.

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## **Literacy for Life Class Instructor**

### **Background**

The Literacy for Life program offers English language and computer, financial and basic literacy instruction to newly arrived refugees. IRC staff understand the varied needs of refugees, including the need for cultural orientation, improving English vocabulary and grammar and sometimes learning to read and write for the first time.

### **Scope of Work**

The Literacy for Life Class Instructor will teach a beginning ESL and cultural-orientation class for recently arrived refugees two mornings a week. The instructor will be in charge of planning his/her class lessons, selection of class materials and will assist the Program Coordinator with curriculum development.

### **Essential Position Functions**

- Plan and facilitate the beginning ESL class for newly-arrived refugee clients;
- Implement interactive, learner-centered methodologies into instruction and select appropriate materials for a resettlement context;
- Communicate with the Literacy for Life Program Coordinator and tutors on individual client progress and ensure attendance is well-documented;
- Meet and work with the Literacy for Life Program Coordinator to generate additional support for the program and other related tasks as needed, such as NYC excursions for newly-arrived clients;
- Give extra support to refugee clients, as necessary.

### **Requirements**

- Prior teaching experience with ELL adults required;
- Comfort working with refugees from a variety of backgrounds, including those with limited formal education and/or literacy skills;
- Ability to adapt to changing situations; to be comfortable teaching in an open enrollment and multi-level environment;
- Good class management skills and confidence facilitating both large and small groups;
- Ability to work both independently and as part of a team;
- Responsible, dependable and dedicated.
- Ability to manage and mentor classroom assistants, if necessary
- Willingness to work with classroom assistants to improve his/her presence in classroom

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## **Literacy for Life Computer Instructor**

### **Background**

The Literacy for Life program offers English language and computer, financial and basic literacy instruction to newly arrived refugees. IRC staff understand the varied needs of

refugees, including the need for cultural orientation, improving English vocabulary and grammar and sometimes learning to read and write for the first time.

### **Scope of Work**

The Literacy for Life Computer Instructor will teach a beginning computers class for recently arrived refugees on a consistent basis each week. The instructor will be in charge of planning his/her class lessons, selection of class materials and will assist the Program Coordinator with curriculum development.

### **Essential Position Functions**

- Plan and facilitate the beginning computer class for newly-arrived refugee clients, consisting, on a minimal basis, of an introduction to basic operating procedures, Microsoft Office, the internet, and e-mail;
- Implement interactive, learner-centered methodologies into instruction and select appropriate materials for a resettlement context;
- Communicate with the Literacy for Life Program Coordinator and tutors on individual client progress and ensure attendance is well-documented;
- Meet and work with the Literacy for Life Program Coordinator to generate additional support for the program
- Give extra support to refugee clients, as necessary.

### **Requirements**

- Prior teaching experience with ELL adults required;
- Comprehensive understanding of PC operating system, Microsoft Office, internet search engines, and e-mail;
- Comfort working with refugees from a variety of backgrounds, including those with limited formal education and/or literacy skills;
- Ability to adapt to changing situations; to be comfortable teaching in an open enrollment and multi-level environment;
- Good class management skills and confidence facilitating both large and small groups;
- Ability to work both independently and as part of a team;
- Responsible, dependable and dedicated.

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## **Literacy for Life Group Tutor**

### **Background**

The Literacy for Life program offers English language and computer, financial and basic literacy instruction to newly arrived refugees. IRC staff understand the varied needs of refugees, including the need for cultural orientation, improving English vocabulary and grammar and sometimes learning to read and write for the first time.

### **Position Summary**

The Literacy for Life Group Tutor volunteer will teach ESL and cultural orientation concepts to a beginning, intermediate, or advanced-level group of recently arrived refugees. The instructor will be in charge of planning his/her lessons, the selection/production of his/her lesson materials, and collaborating with their students' ESL teacher to provide holistic instruction.

**Essential Position Functions**

- Plan and facilitate tutoring lessons for groups (2-5 people) of newly-arrived refugee clients;
- Implement interactive, learner-centered methodologies into instruction and select appropriate materials for a resettlement context;
- Communicate with the English Language and Literacy Coordinator on individual student progress and/or struggles
- Communicate with Program Coordinator, Beginning/Advanced ESL instructors, and fellow tutors on individual client progress and ensure attendance is well-documented;
- Attend Literacy for Life team meetings
- Give extra support to refugee clients, as necessary.

**Requirements**

- Prior teaching experience with ELL adults required;
- Comfort working with refugees from a variety of backgrounds, including those with limited formal education and/or literacy skills;
- Ability to adapt to changing situations; to be comfortable teaching in an open enrollment and multi-level environment;
- Confidence facilitating both large and small groups;
- Ability to work both independently and as part of a team;
- Responsible, dependable and dedicated.