

## IRC New York Summer Internships

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

- Resettlement Office Intern
- Reception and Placement Casework Assistant Intern
- Casework Intern for Follow-up Services
- Employment Services Intern
- Financial Management Intern
- Resource Development Intern
- Training and Technical Assistance Intern

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 also 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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## **Financial Management Intern**

### **Scope of Work**

The financial management intern will assist the Program Operations Officer with various aspects of financial management of the New York resettlement office. The intern will assist with preparation of monthly finance reports and distribution of assistance checks for refugee clients.

### **Essential Position Functions**

- Assist program operations officer with all aspects of financial management for the New York resettlement office.
- Prepare Excel spreadsheets for tracking of disbursements.
- Under supervision of program operations officer, review client voucher requests submitted by case managers before disbursement of checks.
- Administrative tasks as needed.
- Other related duties as assigned.

### **Requirements**

- Undergraduate Juniors and Seniors majoring in Accounting, Business Administration, Finance or related majors preferred.
  - Excellent computer skills required, especially in Microsoft Excel.
  - 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.
  - Willing to adhere to IRC volunteer and workplace policies.
  - 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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## **Training and Technical Assistance Intern, Project SOAR**

### **Background**

Through our Project Strengthening Organizations Assisting Refugees (Project SOAR), the IRC provides training and technical assistance to emerging refugee-serving community based organizations.

### **Scope of Work**

The intern will assess Project SOAR's existing technical assistance tools, meet with refugee leaders to collect their best practices, oversee the design of interactive new tools that incorporate their voices and promising practices, and pilot new tools with refugee service providers. The intern will also make recommendations for how to creatively disseminate these throughout the IRC's resettlement network and ethnic

community based organizations across the U.S., and – given that the IRC does capacity-building work domestically and around the world – in Africa, Asia, and Europe.

### **Essential Position Functions**

Working with IRC staff and immigrants and refugees who are leading emerging ethnic community based organizations, the intern will:

- Review, assess, and document existing written materials produced by Project SOAR and regional resettlement offices, produce a matrix summarizing existing materials, and create recommendations for how to redesign or update these materials to make them more interactive, practical, and accessible.
- Via phone and in-person meetings, interview refugee service providers to collect “case studies” that document challenges and innovative solutions related to organizational development issues.
- Using existing resources and interview data, prepare new toolkits, templates, and other materials for dissemination to refugee service providers and assist in the redesign of content and/or design of existing materials.
- Pilot new tools via phone, email, and site visits with refugee service providers, soliciting and integrating their feedback in substantive ways.
- Design and implement a dissemination strategy for existing resources, via e-learning courses, the IRC’s internal intranet website, and the IRC’s website for ethnic community based organizations ([www.EthnicCommunities.org](http://www.EthnicCommunities.org)).
- Document best practices related to instructional design to share with trainers who support refugee service providers.
- Intern will deliver (1) a written report outlining existing materials available in IRC regional offices and through Project SOAR, as well as and recommendations for how to redesign or update these materials; (2) a written dissemination strategy for existing resources, via e-learning courses, the IRC’s intranet and external website ([www.theIRC.org](http://www.theIRC.org)), and Project SOAR’s website for ethnic community based organizations ([www.EthnicCommunities.org](http://www.EthnicCommunities.org)); (3) recommendations of new tools and resources on organizational development topics; (4) three new practical, easy-to-use guides on topics requested by refugee service providers; and (5) various case studies that document challenges, innovative solutions, and promising program models, for distribution to refugees who are leading ethnic community based organizations.

### **Requirements:**

- Graduate degree or currently a graduate student with a major in social work, sociology, psychology, education or a related field.
- Strong interpersonal, and communication (verbal and written) skills.
- Cross-cultural or overseas experience required.
- Experience working with refugee/immigrant populations required.
- Proficiency of computer applications and internet research a must.
- Strong team player who is self-directed
- The IRC will coordinate an initial orientation and will be available for consultation via email and for biweekly supervision meetings on project guidelines, timelines, and deliverables.

**\* To apply for this position, please send a CV, writing sample, cover letter, and contact information for 2 professional references, or a letter of reference.**