

# Church World Service

**Position Title:** Employment Services Intern

**Reports To:** Employment Services Coordinator

**Team:** Immigration & Refugee Program (IRP)

**Location:** Durham, North Carolina

**Time commitment:** 6-months

## **Primary Purpose:**

The Employment Services Intern's primary role is to support refugees to over-come barriers to economic self-sufficiency by teaching clients about the US work culture, US financial system, assist clients to create resumes, complete job applications, provide bus training, assist with new hire paperwork and provide support for job retention. The Employment Services Intern also provides orientation to community resources such as resources for low-income refugees and the DMV.

## **Essential Duties:**

- Teach and adapt lesson plans for job readiness and financial literacy classes to refugees in a group setting
- Advocate for clients and the DMV or other services which clients have rights to access.
- Provide 1:1 assistance with additional coaching to empower clients with the skills to navigate employment, maintain a personal budget and pay bills.
- Learn how to provide client-centered services to overcome barriers to self-sufficiency by providing direct services and field services
- Assist clients with resumes and job applications, training clients how to navigate the public transportation system to work or other community resources.
- Support employment services programming by maintaining documentation of services provided and communicating with the team.
- You will gain problem solving skills, strengths-based problem solving and a client-centered approach to empowering newly arrived refugees and immigrants.

## **Requirements**

- Passionate about serving diverse groups of refugees and immigrants and interest in building interpersonal relationships to welcome and empower refugees.
- Ready to work in a highly dynamic work environment that requires flexibility and proactiveness to best serve clients and support economic self-sufficiency.
- Must be willing to use public transit with clients
- Must consent to a background check and (if driving clients) motor vehicle record check.
- Proficient in Microsoft Word, email and internet based applications.
- Ability to work early mornings and evenings to meet the needs of the clients
  - e.g. meeting with a client early in the morning to ride the bus or doing a home visit after a client gets home from work.

## **Competencies:**

*Communications:* Able to communicate through written and verbal means with supervisor, team and clients.

*Problem Solving:* Identify problems as they arise and solve them with available skills. Communicate with supervisor for support and troubleshooting

*Teamwork:* Collaborate with team members to build capacity of the department and help the team.