Employment Program Intern

**Department:** Employment Program  
**Reports to:** Employment Specialists & Employment Counselors  
**Location:** 6008 N California Ave., Chicago IL 60659  
**Term:** 10 weeks minimum, start/end dates flexible  
**Hours:** 16 – 32 hours/week. At least 2 days full-time, other hours are flexible. RefugeeOne’s business hours are Monday to Friday 8:30 a.m. – 4:30 p.m.  
**Type:** In-person, unpaid

The Employment Intern assists the employment team in providing services to refugees, asylees, and humanitarian parolees. 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 and counselors.

<table>
<thead>
<tr>
<th>Role</th>
<th>% of Time</th>
<th>Primary Responsibilities</th>
</tr>
</thead>
</table>
| **Employment Counseling and job development** | 85%       | ➢ Escort client to interviews and help facilitate the interview.  
➤ Assist in completing HR onboarding paperwork as needed.  
➤ Train clients on public transportation routes to and from work and home prior to their first day of work. Escort clients on public transportation as needed.  
➤ Research and identify job openings, complete job applications.  
➤ Build resumes and screen clients to best match clients with available jobs.  
➤ Schedule and hold interview prep sessions with individual or groups of clients as necessary.  
➤ Council clients on appropriate clothing for interviews and work. |
| **Administration**                         | 15%       | ➢ Maintain an organized and updated to-do list with supervisors.  
➤ Record detailed, timely, and accurate case notes of all services provided to clients in RefugeeOne’s CRM database.  
➤ Report weekly to supervisor all client referrals and placements.  
➤ Collaborate with other departments to ensure all clients receive the best possible support from RefugeeOne.  
➤ Participates fully in department and agency meetings, providing updates on clients served when requested.  
➤ Participates in trainings as required.  
➤ Completes other duties and tasks as assigned. |

**Competencies include:**

- Ability to coach 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
- Excellent organizational 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
- Demonstrates respect for people from all races, cultures, religious and ethnic backgrounds
- Flexibility and ability to adapt to changing priorities

Benefits and skills to be gained:
- How to use a Client Relationship Management (CRM) database
- Developing an understanding of US immigration policy and practice, and an opportunity to better understand the lived experience of refugees, asylees, and humanitarian parolees.
- Communicating creatively with people of varying levels of English, English literacy, and technological literacy.
- Professional experience working in a refugee resettlement agency.
- Building a professional network in Chicago’s non-profit field.
- Learn how to work with and encourage clients while also learning how to set professional boundaries and be firm, when necessary.

To Apply: Please email your resume and cover letter (1 page maximum, include your daytime availability) to Ms. Jan Douglas at: jdouglas@refugeeone.org. Note: Employment Program Intern in the subject.