

## 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.

Role	% of Time	Primary Responsibilities
<b>Employment Counseling and job development</b>	85%	<ul style="list-style-type: none"> <li>➤ Escort client to interviews and help facilitate the interview.</li> <li>➤ Assist in completing HR onboarding paperwork as needed.</li> <li>➤ 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.</li> <li>➤ Research and identify job openings, complete job applications.</li> <li>➤ Build resumes and screen clients to best match clients with available jobs.</li> <li>➤ Schedule and hold interview prep sessions with individual or groups of clients as necessary.</li> <li>➤ Counsel clients on appropriate clothing for interviews and work.</li> </ul>
<b>Administration</b>	15%	<ul style="list-style-type: none"> <li>➤ Maintain an organized and updated to-do list with supervisors.</li> <li>➤ Record detailed, timely, and accurate case notes of all services provided to clients in RefugeeOne’s CRM database.</li> <li>➤ Report weekly to supervisor all client referrals and placements.</li> <li>➤ Collaborate with other departments to ensure all clients receive the best possible support from RefugeeOne.</li> <li>➤ Participates fully in department and agency meetings, providing updates on clients served when requested.</li> <li>➤ Participates in trainings as required.</li> <li>➤ Completes other duties and tasks as assigned.</li> </ul>

**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](mailto:jdouglas@refugeeone.org). Note: Employment Program Intern in the subject.