

Housing Program Intern

Department: Refugee Resettlement Program
Reports to: Housing Manager
Location: 6008 N California Ave., Chicago IL 60659
Term: Summer 2024 (10 weeks, start/end dates flexible)
Hours: Full-time, Monday to Friday 8:30am-4:30pm
Type: In-person, unpaid

The Housing intern is responsible for assisting with all aspects of a case manager’s job including picking clients up at the airport, taking clients to various appointments, helping clients with basic adjustment issues, and all related paperwork/administrative tasks.

Role	% of Time	Primary Responsibilities
Assisting Clients	75%	<ul style="list-style-type: none"> ➤ Apartment set-up for new arrivals ➤ Airport pickups if needed ➤ Assist with setting up utilities ➤ Contact landlords for maintenance issues and ensuring problems are resolved ➤ Assist with housing assistance applications ➤ Become familiar with affordable housing options in Chicago ➤ Ensure storage space is kept clean and organized
Administration	10%	<ul style="list-style-type: none"> ➤ Attend and participate in department and agency meetings. ➤ Complete accurate reports on expense documentation. ➤ Enter financial expenses into database ➤ Pay utility bills ➤ Assist other staff members as needed

Competencies include:

- Strong ability to coach others in setting and achieving goals,
- Ability to teach 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
- Able to maintain a 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 and religious backgrounds
- Flexibility and ability to adapt to changing priorities

Benefits and skills to be gained:

- 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: Housing Program Intern in the subject.