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.

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<th>Role</th>
<th>% of Time</th>
<th>Primary Responsibilities</th>
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| **Assisting Clients** | 75%       | ➢ 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%       | ➢ 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.