

## 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 providing clients safe and affordable housing and with the ongoing mediation and education services to enable clients to live independently.

Role	% of Time	Primary Responsibilities
<b>Assisting Clients</b>	60%	<ul style="list-style-type: none"> <li>➤ Assist with apartment set-ups for new arrivals</li> <li>➤ Assist with setting up utility accounts</li> <li>➤ Assist with maintenance requests and ensuring problems are resolved</li> <li>➤ Assist with housing assistance applications, apartment applications and lease signing</li> <li>➤ Assist with rent payments</li> <li>➤ Help with the process of finding affordable housing options in Chicago</li> <li>➤ Help keeping storage space clean and organized</li> <li>➤ Help keeping track of apartment ledgers</li> </ul>
<b>Administration</b>	40%	<ul style="list-style-type: none"> <li>➤ Attend and participate in department and agency meetings</li> <li>➤ Assist with utility bills payment requests</li> <li>➤ Assist with rent payment requests</li> <li>➤ Assist with credit card payment requests</li> <li>➤ Assist with keeping folders, files and Apartment keys organized</li> <li>➤ Assist other staff members as needed</li> </ul>

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