Northern Area Multi-Service Center
Reception and Placement Internship, Refugee Resettlement Program

POSITION: Intern
DEPARTMENT: Community Assistance and Refugee Resettlement
REPORTS TO: Program Coordinator

Internship description
The Reception and Placement (RP) intern partners with Northern Area Companies Community Assistance and Refugee Resettlement team in welcoming and providing Reception & Placement services for refugees throughout the 90 day resettlement period. As an intern, individuals will have the opportunity to interact with refugees from various cultural backgrounds and learn about Pittsburgh's local government services and social services systems. The refugee resettlement intern will perform a variety of case management tasks as assigned by the case managers or job developers. This will include public transportation orientation, taking clients to medical appointments, home visits, conducting various educational workshops at the center, helping with filing and other administrative work as necessary. This position helps to extend the resources in the Community Assistance and Refugee Resettlement department to better assist and direct the needs of our clients.

Responsibilities include, but are not limited to:

Community Assistance and Resettlement Activities
- Accompany refugees to various appointments
- Teach clients how to open bank accounts, cash checks and use public transportation
- Take clients to medical appointments
- Conduct employment searches and other job development activities as assigned
- Conduct job readiness, financial literacy, and cultural orientation workshops
- Assist the housing coordinator with purchasing household goods for new arrivals
- Set apartments for new arrivals which may include making beds, hanging a shower curtain, unpacking groceries, etc.
- Perform other duties specifically around coordination & case management activities as outlined in the RP/MG Cooperative agreement, or as assigned
- Complete monthly time-sheets on timely manner

Additional Expectations
- Must present a professional appearance and a friendly manner
- Must be dependable and punctual
- Be courteous and personable when dealing with the public, other staff, and clients
- Be self-directed, willing to take initiative, and detail-oriented
- Respect and maintain confidentiality of NAMSC clients, volunteers, partners, and donors
- PC
- Report back to the Program Coordinator on a weekly basis
- Respect for cultural differences and a passion to serve the newcomers
- Refrain from promoting religious doctrines or beliefs, political candidates or parties

*All interns are required to complete at child abuse clearance and background check before beginning their assignment
Experience and Licensure Requirements

- High school diploma or equivalent (preferred current college graduate or undergraduate)
- Completion of a formal volunteer training
- Completion of NAMS online human resources and other orientations as well as policies and procedures within the first week of the starting date
- Preferred some volunteer experience
- Ability to work well with others and maintain open communication
- Able to carry out directions effectively and accept supervision
- Pass required background screenings

Who should apply?

- An interest in refugee issues, resettlement, immigration, human rights, international affairs, and/or related topics
- A strong desire and commitment to helping
- A strong work ethic, ability to work independently and as part of a team; willingness to follow direction
- Computer literacy (experience with the Microsoft Office suite, Internet, and database software preferred)
- Exceptional time management
- Good interpersonal skills, flexibility, and a sense of humor

How to apply

To apply for this internship, please submit the following materials to your Field Advisor with the subject line “Attn: RSS/TAG/TAP Program Coordinator”:

1. Resume or C.V.
2. Cover letter, (please explain your interest in the position and indicate semester/time availability/requirements)

All interns will be required to attend a mandatory volunteer orientation prior to beginning their assignment.