JOB DESCRIPTION

JOB TITLE: Program Intern

Department: Youth Services and STEM Education

JOB SUMMARY:
The Program Intern works in conjunction with the Youth Services department to provide programmatic opportunities for our STEM Stars (middle school aged girls) and their families. The positions duties include: community outreach, recruitment, enrollment, and case management. Further responsibilities include coordination of Parent Committee workshops and events; maintaining participant records and databases; preparation of reports; assisting the Director with program and YWCA operations, including budget monitoring and ensuring accuracy of all documentation and correspondence submitted to the Director.

MINIMUM QUALIFICATIONS:
A student working towards their Master’s Degree at the University of Pittsburgh in the School of Social Work.

KNOWLEDGE AND SKILLS:
Enjoys working with middle school or high school students. Proficient in Microsoft Office products. Strong communication skills with both adults and children. Must possess a interest in the education field. Evening and weekend hours are required. Act 33/34 clearance, criminal background check and FBI fingerprinting clearance required. Demonstrates strong research, writing, and public speaking skills.

ESSENTIAL RESPONSIBILITIES:
• Implements and facilitates Parent Committee workshops at our Saturday Academy.
• Recruits and enrolls girls for YWCA STEM Stars Program.
• Work is normally performed in an office or classroom setting. Light to moderate physical activity.
• Displays consistent professionalism and courtesy when interacting with internal and external customers.
• Promotes and supports the mission, imperative, values and goals of the YWCA
• Maintain high performance standards.
• Works cooperatively and communicates effectively with YWCA support staff, parents, and members of the community.
• Participates in YWCA professional development opportunities; successfully implementing new skills, knowledge and procedures.
• Performs other duties as assigned within the scope of the Youth Services and STEM Education Department.
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:
- Ability to lift, carry and otherwise move up to 15 pounds on a regular basis
- Ability to sit, stand, bend, kneel, reach, push, pull, or walk for various lengths of time throughout the day
- Ability to utilize computer equipment to complete daily work responsibilities
- Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis
- Daily work in an office environment and with frequent travel to client sites with exposure to weather conditions
- Ability to travel for meetings, agency trainings and other miscellaneous work assignments within or outside of Allegheny County.

The above statements reflect the general duties and responsibilities considered necessary to perform the essential functions of the job. This document should not be considered a fully detailed description of all the work requirements of the position. The YWCA Greater Pittsburgh may change the specific job duties with or without prior notice based on the needs of the organization.

_____________________________________________  _____________________________
Signature                                          Date
YWCA Greater Pittsburgh  
Center for Race and Gender Equity (CRGE)

Number of field placement positions: 1  (Most ideal for second year MSW COSA students.)

Bulk of hours between 8am and 5pm weekdays; occasional evening and weekend events.

The YWCA Greater Pittsburgh Center for Race and Gender Equity (CRGE) is responsible for developing and implementing strategies and/or programs that address individual and systemic racism and gender inequity and directs the development and integration of the Association’s programs and initiatives around gender, race, and social issues.

The CRGE ‘s Senior Director and Program Manager serve as the Association’s lead for advocacy, racial justice, and diversity and inclusion efforts, including researching current information/changes about issues related to race and gender equity, advocating for the fair and equal treatment of all people, writing research summaries that advance the mission of the Association, developing and conducting training programs/presentations, and increasing internal and external partnerships and collaborations. Field Placement Interns shadow CRGE Staff, when possible, to observe these processes.

Our field placement goals for the 2016-17 fiscal year include possible opportunities in the following areas: (these may change, or may not all be available, depending on the availability of funds, staff, etc.)

- Strengthen our efforts to offer and implement educational programs and signature events, which include but are not limited to the following: Racial Justice Awards 25th Anniversary event(s), Stand Against Racism, International Women’s Day, Week Without Violence. Increased outreach and education efforts are associated with each of these events and are aligned with the Public Policy priorities of the YWCA USA.

- Assist with conducting research that focuses on resources, educational tools and curricula addressing disparities and discrimination, human trafficking, fair policy, and civil rights (especially as related to race and gender.) Research makes up a significant percentage of the CRGE Field Placement.

- Expand the number of participants that take part in YWCA and CRGE programs and events. Includes conducting outreach to area groups, agencies, and non-profits.

- Increase our year-round voter registration, education, and empowerment efforts, but specifically in periods leading up to major elections.

- Assist with creating and implementing advocacy and education materials and presentations, organizing tables and public engagement at community events, and attending community meetings and forums.
JOB DESCRIPTION

JOB TITLE: Program Intern

Department: Women’s Resource Center

JOB SUMMARY:
The Program Intern works in conjunction with the Intake Specialists, Housing Coordinators, and Enrollment & Outreach Coordinators to provide support and resources for the women and families served by the Women’s Resource Center. The position duties include, but are not limited to: answering telephone calls from clients or greeting walk-ins and conducting an intake or assessment of needs; connecting clients to resources that meet their needs; data entry and maintenance of client records in the database; community outreach and education; and assisting department Managers or the Director with funder reporting.

MINIMUM QUALIFICATIONS:
Student working towards a bachelor’s or Master’s degree in social work, non-profit management or related field.

KNOWLEDGE AND SKILLS:
Must have excellent customer service skills, demonstrated proficiency in Microsoft Office applications, strong verbal and written communication skills, strong organizational and time management skills, and strong initiative.

ESSENTIAL RESPONSIBILITIES:
• Answer client telephone calls to the Women’s Resource Center and greet walk-in clients.
• Conduct intake/assessment of needs.
• Utilize Women’s Resource Center information to direct clients to appropriate programs/services/resources that meet their needs.
• Research additional and update current community resources in Allegheny County.
• Assist with client data entry into appropriate databases.
• Assist Program Managers and Director with preparing funder reports.
• Participate in Women’s Resource Center outreach/education events and housing client home visits located throughout Allegheny County.
• Display consistent professionalism and courtesy when interacting with internal and external clients.
• Promotes and supports the mission, imperative, values and goals of the YWCA.
• Maintains a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
• Works cooperatively and communicates effectively with YWCA staff, members of the community and clients.
• Participate in YWCA professional development opportunities and required trainings successfully implementing new skills, knowledge and procedures.
• Perform other duties as assigned within the scope of the Women’s Resource Center.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:
• Ability to lift, carry and otherwise move up to 15 pounds on a regular basis
• Ability to sit, stand, bend, kneel, reach, push, pull, or walk for various lengths of time throughout the day
• Ability to utilize computer equipment to complete daily work responsibilities
• Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis
• Daily work in an office environment and with frequent travel to client sites with exposure to weather conditions
• Ability to travel for meetings, agency trainings and other miscellaneous work assignments within or outside of Allegheny County.

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