

235 Nicoll Street
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New Haven, CT 06511

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IRIS Internship Opportunities Fall 2017

Please note that all positions are UNPAID and typically occur between 9 am-5 pm, Monday through Friday. Interested applicants should send a completed [IRIS intern application](#) expressing their interest in a specific opportunity, as well as a copy of their CV or resume, to the Volunteer Coordinator (volunteer@irisct.org). Selected applicants will be contacted by Brittany Hall for an interview.

For all internships, speakers of these languages are strongly encouraged to apply: Amharic, Arabic, Dari, Farsi, Kinyarwanda, Pashto, Swahili, or Tigrinya.

Click on an internship position below to find out more.

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Case Management

Client Assistance

- ❖ Number of positions per semester: 1 - 2
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 10-20 if you are one of two interns, 20-30 if you are the only one
- ❖ Days/times preferred: Weekdays, preferably one or more morning "shifts" (Tues., Wed., and/or Thurs.) and one or two late afternoon/early evening "shifts" (Mon., Tues., Wed., and/or Thurs.), but flexible
- ❖ Supervisor: Linda Bronstein, Senior Case Manager
- ❖ Duties: Assist refugees to apply for, re-apply for, or renew medical insurance over the phone with Access Health CT. Report specified problems to Senior Case Manager for referral to AHCT/DSS management. On occasion, explain concepts like "deductible" and "co-pay," working through translators when needed.
Assist clients with other tasks -- for example, calling utility companies to transfer service to a new address, or filling out DSS review forms or other applications.
File assorted papers in case files, according to Case File Organization list.
- ❖ Requirements: Must be detail-oriented and well-organized. Must be able to relate well to clients (of diverse cultures, languages, and education levels). Must have high tolerance for bureaucracy and patience to wait on hold. Ability to communicate in one or more languages in addition to English (especially Arabic, Farsi/Dari, Pashto, Swahili, French, or Spanish) is a plus, but not required. Very helpful to have a cell phone with unlimited service, since office phones are sometimes in short supply.

Co-sponsor Program

- ❖ Number of positions per semester: 2
- ❖ English level required: Advanced to fluent
- ❖ Supervisor: Greg Marino, Co-sponsorship Manager
- ❖ Commitment: 3 month minimum
- ❖ Hours per week required: 15-20
- ❖ Days/times preferred: Mondays through Thursdays, flexible
- ❖ Duties: Co-sponsorship is a program that allows community groups such as civic associations, churches, mosques and synagogues to "sponsor" a refugee family in their

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own hometowns through Connecticut for the first six months to a year of their resettlement process. Some services are carried out by the co-sponsor and some are carried out by IRIS. The co-sponsor program intern is responsible for assisting with carrying out recruitment activities; keeping track of recruitment lists; ensuring that program materials are well-written and current; completing case management paperwork including pre-arrival materials for co-sponsors, Department of Social Service forms, and social security forms; helping case managers to collect, file, and catalog required documentation for case files; setting up trainings for large co-sponsorship groups, including setting up classroom, preparing written materials, setting up projectors, microphone and other materials; accompanying co-sponsor staff members to meetings and other visits to co-sponsorship groups and families around Connecticut

- ❖ Requirements: Should be able to provide own transportation to various cities in Connecticut by train, bus, or personal car; excellent communication skills; proficiency in GoogleDocs; web skills such as ability to update web content on a simple website interface highly preferred; ability to work independently on a set of tasks.

Food Pantry

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 6 hours per week (this internship can be combined with another internship or volunteer role)
- ❖ Days/times:
 - Pantry Organizing: Tuesdays from 9:30 am - 12:00 pm
 - Food distribution: Wednesdays from 8:15 am - 11:00 am
 - Cleanup: Wednesday afternoon, flexible
- ❖ Supervisor: Housing & Donations Coordinator
- ❖ Duties:
 - Pantry organizer: Free up our housing and donations coordinator for a couple valuable hours each week by being the “head volunteer,” leading a small volunteer team to unload, unpack, and organize around 1,000-2,000 lbs of food in our food pantry. Ability to lift 20-35 lbs is helpful but not required. Good eye for spatial organization and passion for food justice and emergency food assistance is helpful!
 - Food distributor: Assist in manning our food pantry each week to distribute 1,000-2,000 lbs of food to 70+ refugee and immigrant families. Check families in at the front door, hand out and call numbers, socialize with families while they are waiting in line, and ensure that food is fairly and appropriately distributed.
- ❖ Requirements: Must be reliable and available on food pantry days.

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Intensive Case Management

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 15-20 minimum
- ❖ Days/times preferred: Tuesday, Wednesday, Thursday
- ❖ Supervisor: Pema Bhutia, ICM Case Manager
- ❖ Duties: Provide core services of resettlement with a specific emphasis on working with clients who have mental health needs or medical conditions requiring intensive case management services.
 - Coordinate with other IRIS staff and community providers for services including ESL class, childcare, education, healthcare, employment, immigration legal services, disability services, public benefits, housing services, etc.
 - Assist clients with navigating the healthcare system, helping them schedule medical appointments. Transport and accompany clients to appointments for various services and help them find ways to get to their appointments independently.
 - Ensure that proper language interpretation and translation are provided as needed for meetings with clients
 - Provide additional community and cultural orientation (in addition to what was provided during the R&P period)
 - Maintain case files and document services via weekly case notes
 - Other related tasks as assigned
- ❖ Requirements: Basic understanding of direct client services, case management and mental health needs; proficiency in Farsi, Arabic, Pashto, strongly preferred; should be able to provide own transportation; proficiency in Google Suite; ability to work independently on a set of tasks.

Reception and Placement: Community Orientation

- ❖ Number of positions per semester: 1
- ❖ English level required: Intermediate to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 10 minimum (15+ preferred)
- ❖ Days/times preferred: 5 hour blocks of time Monday, Tuesday, Wednesday or Thursday.
- ❖ Supervisor: R&P Case Manager
- ❖ Duties: Teaching newcomer refugees to navigate the New Haven public bus system and

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how to utilize local resources. Intern will be responsible for accompanying and teaching every new family how to ride the bus and navigate between their homes and the IRIS office, downtown New Haven, Goodwill, the supermarket, and laundromats in their neighborhood. Give brief instructional sessions on using the bus, how to shop at the grocery store and look for the lowest price, how to use the laundromat, how to use an ATM, and how to make a money order. Help instruct refugees on pedestrian and bus safety in the New Haven, CT. Some administrative tasks from the Resettlement internship (see below) may also be assigned.

- ❖ Requirements: The volunteer should be friendly and have an inclination towards teaching and modeling how to interact in the local community. The candidate does not have to have a working knowledge of the local bus system, but should have the willingness to research and learn the bus system quickly. Bus passes will be provided to volunteers/interns. If the candidate has a car and is willing to drive clients for other tasks, that is a bonus and could be used in some situations; mileage will be compensated.

Reception and Placement: Monitoring and Evaluation (M&E) Intern

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 15-20 minimum, up to 35
- ❖ Days/times preferred: Days flexible.
- ❖ Supervisor: Constantino “Chappy” Rago, R&P Manager
- ❖ Duties: Assist with designing and implementing a pilot Monitoring and Evaluation project to collect relevant feedback from refugee clients on the services they have received within their first 90 days. Activities may include, but are not limited to, the following:
 - Develop and implement monitoring surveys to measure client satisfaction and collect feedback on services provided
 - Conduct focus group discussions and individual client interviews to solicit constructive feedback
 - Manage a client “Feedback/ Comments Box”, ensuring it is available to the refugees, its function understood, and the comments collected and shared with relevant staff
 - Work with various direct service departments within IRIS to better understand their needs for data/feedback to inform program design and improvements
 - Provide a final summary report on M&E pilot project and recommendations for future M&E initiatives in IRIS

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- Other tasks as deemed necessary by the R&P Manager
- ❖ **Requirements:** Previous experience or knowledge of M&E preferred (logic framework, survey tools, sampling methodologies, etc.). Should have experience interviewing individuals or facilitating discussions in a group setting. Demonstrated ability to think both strategically and practically. Strong command of excel is necessary. Organized, task-oriented, focused; able to complete the role with minimal supervision and guidance; willing to communicate with clients. Proficiency in Arabic, Turkish, Spanish, Kiswahili, Pashto and/or Dari is a huge asset, but not essential!

Reception and Placement: Resettlement Intern

- ❖ **Number of positions per semester:** 1-2
- ❖ **English level required:** Proficient to fluent
- ❖ **Commitment:** 3 month minimum
- ❖ **Hours per week needed:** 15-20 minimum, up to 35
- ❖ **Days/times preferred:** Must be available to start work at 7am or 8am two days/week for Social Security and DSS visits. Days flexible.
- ❖ **Supervisor:** R&P Case Manager
- ❖ **Duties:** Assist clients during their first 90 days in New Haven, during their “Reception & Placement” or “R&P” period. Advocate for clients with outside agencies to provide basic R&P Core Services:
 - 1. Social Security (SSA) Office visits – preparing the applications and necessary paperwork; coordinating with clients and staff to ensure that clients attend the SSA visit; accompanying clients through the visit at SSA; documenting the visit and outcomes through case notes (which can be done off-site).
 - Department of Social Service Office visits – preparing the applications and necessary paperwork; coordinating with clients and staff to ensure that clients attend the DSS visit; accompanying clients through the visit (and advocating for them!); documenting the visit and outcomes through case notes and spreadsheet updates.
 - Preparing paperwork before a new family arrives (creating the temporary folder and permanent file for each family)
 - Gather winter coats for each new arriving family. Assist families to exchange winter coats if the ones provided do not fit.
 - Purchase (with IRIS credit card) and set up groceries in apartments for families before they arrive
 - Teach clients how to use their EBT card at a local bank
 - Teach clients how to make a money order to pay their rent
 - Assist clients in applying for a free government phone

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- Other tasks as deemed necessary by the R&P Manager, R&P Case Managers, and Case Management assistant
- ❖ Requirements: Volunteer with a vehicle who is willing to transport clients strongly preferred, but not required (gas mileage is reimbursed)! If volunteer does not have access to a car, must be independently mobile (by bike or bus). Organized, task-oriented, focused; able to complete the role with minimal supervision and guidance; willing to communicate with clients; willing to report back to supervisor to ensure the perfection of applications and follow up on these core services. Proficiency in Arabic, Turkish, Spanish, Kiswahili, Pashto and/or Dari is a huge asset!

Subsidized Housing Applications

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient or fluent
- ❖ Hours per week needed: 6-12 (can be combined with another position)
- ❖ Commitment: 3 months
- ❖ Days/times preferred: Weekdays, but not Monday before 12 pm or Friday after 12 pm
- ❖ Supervisor: Linda Bronstein, Senior Case Manager
- ❖ Duties: Become familiar with New Haven area opportunities to apply for below-market-rent housing, by reading available materials and making personal contact with selected housing complexes or programs. Contact current and former IRIS clients who may qualify for those opportunities, and assist with applications for those who are interested. Follow up to make sure that applications are complete and accepted for waiting lists. Keep records containing contact information for each place to which a person or family sent an application, so that future changes of address can be reported to each place.
- ❖ Requirements: Must be detail-oriented and well-organized. Must be able to relate well to clients (of diverse cultures, languages, and education levels) and to staff of housing programs. Ability to communicate in one or more languages in addition to English (especially Arabic, Farsi/Dari, Swahili, French, or Spanish) is a plus! Must not be discouraged by long waiting lists and lack of immediate success, but think of this work as planting seeds that will one day sprout and blossom into long-awaited housing opportunities!

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Development and Human Resources

Development

- ❖ Number of positions per semester: 2 at 10-15 hours or 1 at 25 - 30 hours
- ❖ English level required: Proficient to fluent
- ❖ Hours per week needed: 10-15
- ❖ Commitment: 3 months (but the longer the better!), to begin mid-Sept. (or earlier if possible)
- ❖ Days/times preferred: M, W or F
- ❖ Supervisor: Ann O'Brien, Director of Community Engagement
- ❖ Duties: Assist the Community Engagement staff with a variety of tasks, including: research projects to identify potential donors and grant opportunities; participating in event planning including fundraising dinners and the annual IRIS Run for Refugees in February; thank you note processing and filing; and additional activities.
- ❖ Qualities: Must be detail-oriented and well-organized. Experience with Donor Databases, Mailchimp, Microsoft Suite and PhotoShop are all desired.

Photography

- ❖ Number of positions per semester: 1
- ❖ English level required: Fluent speaking, reading, and writing skills
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 10-15 hours
- ❖ Days/times preferred: Monday-Friday & some weekends, flexible scheduling
- ❖ Supervisor: Ann O'Brien, Director of Community Engagement
- ❖ Duties: IRIS is seeking a creative self-starter with photography skills to capture and document photos of IRIS programs, events, and our refugee clients. Coordinate with the Community Engagement team to schedule posting of photos on all social media platforms (Instagram, Facebook, Twitter & Pinterest). Should have basic knowledge of lighting and image editing. Video filming and editing skills a plus as well.
- ❖ Requirements: To be determined by supervisor.

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Education (Children and Adult)

Cultural Classes & Cultural Companions

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 15+
- ❖ Days/times preferred: Two part- or full-day shifts per week, minimum (Mondays through Thursdays preferred)
- ❖ Supervisor: Laurel McCormack, Acculturation Programs Coordinator
- ❖ Duties: This internship focuses on two programs and sets of tasks:
 - ❖ 1) CORE classes: intern will provide administrative and in-class support for CORE classes. The IRIS CORE (Cultural Orientation and Resettlement Education) program is a series of six classes designed to educate refugees during their first month of resettlement in the United States, held once per month on Tuesday, Wednesday, and Thursday. The program gives information to refugees to familiarize them with IRIS and their new community. The intern will assist with:
 - Preparing programmatic materials for classes; promote classes to clients through phone calls and in-person conversations; secure child care, meals, transportation, and interpretation for classes; update attendance and case note lists; attend as many classes as schedule allows to assist with childcare, transportation, preparing snacks, supporting client participants, and assisting teachers and presenters during activities as needed; support coordinator in additional tasks as necessary to design, maintain and improve the programs
 - ❖ 2) Cultural Companions program: Cultural Companions are one-on-one volunteers serving with refugees. Duties include: updating and improving manuals and orientations for cultural companions; working on program assessment and improvement for the cultural companions program; interviewing refugees who are interested in participating in the Cultural Companions program to fill out a profile of information and help match them to an appropriate volunteer Companion in a timely manner.
- ❖ Requirements: A demonstrated ability to work effectively with people from other cultural backgrounds; experience in cross-cultural training or cross-cultural education and group facilitation is a plus; proactive and self-starting; excellent time management skills; flexibility to help where the help is needed; proficiency in one of our clients' language is preferred, but not required; owning a car and a willingness to occasionally drive clients to class is preferred but not required.

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Early Learning Opportunities

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 15-30 (will be combined with serving in the Early Learning Program as a teaching assistant on Monday through Friday mornings, 9:30 am-12 pm)
- ❖ Days/times preferred: Monday through Friday-three day minimum, but will consider two.
- ❖ Supervisor: Lisa Bickford, Early Education Coordinator
- ❖ Duties: The intern helps the Early Education Coordinator with the preschool application process from an initial application to attending a registration appointment and beginning school.
- ❖ Requirements: Volunteers should enjoy spending time with young children and have previous experience working or volunteering with preschool age children. Strong organizational and computer skills are a must. A driver with a car, willing to occasionally transport clients is strongly desired but not a must.

Education Services

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: minimum of 15
- ❖ Days/times preferred: Flexible, Mondays through Fridays
- ❖ Supervisor:Tanya Kimball Genn, Youth Services Manager & Kate Adams, R & P Education Coordinator
- ❖ Duties: Conduct orientations for refugee families about the education system in America, help register students for school, help conduct follow up meetings with refugee students and their families, Help with planning and running the after school program for refugee students.
- ❖ Requirements: Cross-cultural experience and / or volunteer or work experience with youth. A driver with a car, willing to transport clients, is required.

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ESOL Teacher Assistant

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient to Fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 10 hours a week
- ❖ Days/times preferred: Available between 9am and 2pm on Monday, Tuesday, Thursday
- ❖ Supervisor: Sana Baig, Mother and Child English Class Manager
- ❖ Duties: Support the Mommy and Me English Class Manager in organizing volunteers for childcare and/or lesson plans for the English classes; General support where needed to facilitate a successful program.
- ❖ Requirements: Must be reliable and flexible to the needs of the program; A demonstrated ability to work effectively with people from other cultural backgrounds; experience in childcare and/or cross-cultural education and group facilitation; proactive and self-starting; excellent time management skills; Enjoy being around young children (infant- 4 years old), Ability to communicate in one or more languages in addition to English (especially Arabic, Farsi/Dari, Pashto) is a plus!

Wellness Classes

- ❖ Number of positions per semester: 1
- ❖ English level required: Proficient or fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 10+
- ❖ Days/times preferred: Two part or full-day shifts per week, minimum (Tuesdays, Wednesdays, and Thursdays preferred)
- ❖ Supervisor: Amanda Bisset, Wellness Programs Coordinator
- ❖ Duties: Provide administrative and in-class support for Wellness classes. Wellness classes include a weekly women's sewing group, an offsite mother-and-child English and wellness class, and a monthly wellness class that brings community experts to the office to teach clients about important topics. The intern will support staff with logistical organization and materials preparation for these sessions and attend sessions to assist presenters and clients as they learn. Intern is also responsible for:
 - Preparing programmatic materials for classes; promote classes to clients through phone calls and in-person conversations; secure child care, meals, transportation, and interpretation for classes; update attendance and case note lists; attend as many classes as schedule allows to assist teachers and presenters; support coordinators in additional tasks as necessary to design, maintain and

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improve the programs.

- ❖ Requirements: Punctuality, excellent time management skills, and a flexible schedule; Ability to maintain confidentiality regarding client information; Proficiency in foreign language is preferred, but not required; Strong intercultural communication skills; demonstrated ability to work effectively with people from other cultural backgrounds; Must either own a car and be willing to transport clients or be willing to navigate the public bus system with clients.

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Employment

Employment Services

- ❖ Number of positions per semester: 2 at 20 hrs -or- 3 at 15 hrs per week
- ❖ English level required: Fluent
- ❖ Commitment: 3 month minimum, 4 months preferred
- ❖ Hours per week needed: 15-20 hours
- ❖ Days/times preferred: Best days are Tue - Thurs, but some Mon/Fri hours are OK. Mid/late morning to end of day are best hours
- ❖ Supervisor: Will Kneerim, Director, Employment & Education Services
- ❖ Duties: Intern will focus on three main tasks, including filling in online applications with refugee clients, taking clients to interviews, and logging case notes and spreadsheet info into employment databases.
- ❖ Requirements: A driver with car willing to drive clients is strongly preferred. Language skills in one of our clients' languages (listed at the top of this document) also desired.

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Health

Health Intern

- ❖ Number of positions per semester: 1-2
- ❖ English level required: Proficient
- ❖ Hours per week needed: 16-40
- ❖ Commitment: 3 month minimum
- ❖ Days/times preferred: Flexible
 - Fridays 1:00-5:30 strongly preferred for backup Pediatric Refugee Clinic coverage
- ❖ Supervisor: Sandra Mbaissouroum, Health Coordinator
- ❖ Duties: Schedule and inform clients of medical appointments, give instructions on or assist in getting to the appointment. Teach refugees how to utilize the New Haven public bus system; travel with them on the bus and on occasion their medical appointments at Yale New Haven Hospital and other locations around New Haven. Help clients learn how to take care of their health needs, including accessing services. Entails administrative tasks including filing, copying, resolving billing issues, and assisting clients in filling out forms.
- ❖ Requirements: Take refugees on the bus to orient them to medical appointments (you do not need to know the bus system: we can teach you!) Having a car and a willingness to occasionally drive refugees is a plus but not required. Must have strong interpersonal and communication skills and be comfortable meeting and assisting refugee clients on your own. Will need to communicate with the help of interpreters. Must be able to talk with medical professionals on the phone and in person as an advocate for refugee clients. A health background is not necessary, but certainly helpful. Reliability, flexibility in a fast-paced changing environment, discretion, and ability to juggle multiple demands all required.

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Housing & Donations

Housing & Donations Intern

- ❖ Number of positions per semester: 2
- ❖ English level required: Intermediate to fluent
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 12-15
- ❖ Days/times preferred: Flexible
- ❖ Supervisor: Housing & Donations Coordinator
- ❖ Duties: Assist with preparing apartment setups for upcoming refugee arrivals. Ensure that each newly arrived refugee has received everything from the R&P (Reception and Placement) housing checklist. Work with H&D coordinators to properly fill out R&P Home Supply/Home Safety checklists for each newly arrived household. Occasionally accompany H&D coordinators to pick up donations around the community.
- ❖ Requirements: Ability to lift 25 lbs with ease alone and more with a partner. Access to a car and willingness to transport volunteers/items to housing set-ups is a plus