IRIS Internship Opportunities
Spring/Summer 2020

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  ➢ Housing & Donations Intern

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  ➢ Community Education Intern
**Case Management**

**Reception and Placement: Community Orientation Intern**

- **Number of positions per semester:** 1-2
- **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.
- **Duties:** Teaching newcomer refugees to navigate the New Haven public bus system and 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 tasks from the Resettlement internship (see below) may also be assigned, depending on needs and priorities
- **Requirements:** The intern 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: Resettlement Intern**

- **Number of positions per semester:** 1-2
- **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.
- **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:
  - 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
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
➢ 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 intern 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!

Case Management -- Subsidized Housing Application Specialist
❖ Hours per week needed: 6-12
❖ Minimum time commitment: 3 months
❖ Days/times preferred: Weekdays, but not Monday before 12 pm or Fridays
❖ 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.
❖ Qualities needed: 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 Pashto, Arabic, Farsi/Dari, Swahili, French, or Spanish) is a plus, but not required. 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.

Energy Assistance Coordinator
❖ Hours per week needed: 12-20 hours
❖ Positions: 2 Positions available
❖ Commitment: January-April
❖ Days/time preferred: Flexible, but including at least one large chunk of time per week
❖ Supervisor: Linda Bronstein, Senior Case Manager
❖ Duties: Assisting clients in preparing applications for the Energy Assistance Program, which can help them afford heating bills for a cold New England winter. Communicating with designated person at Community Action Agency regarding appointments and follow-up issues. Accompanying clients to Community Action Agency to submit the applications, helping to resolve last-minute questions. Assisting clients in notifying utility companies of their Energy Assistance award, and in establishing and understanding budget billing arrangements with utility companies.

Updated: 12/09/19
Requirements: Attention to detail and ability to stay on top of multiple applications in process. Willingness to drive clients to appointments, or to ride the bus with them. Tolerance for the requirements of a federal bureaucracy (sense of humor helps!) Near-fluency in another language (such as Pashto, Swahili, Arabic, French, or Spanish) is a plus, but is not required.

Post R&P Client Assistance

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 Tues.-Thurs. mornings and/or Mon.-Thurs. afternoons, flexible
Duties: Assist clients who have been here more than 3 months with specific type of issues
  ➢ Assist refugees to apply for, re-apply for, or renew medical insurance over the phone with Access Health CT. Report specific problems to Senior Case Manager for referral to AHCT/DSS management. On occasion, explain concepts like “deductible” and “copay,” working through translators when needed.
  ➢ Assist clients to apply for free Lifeline phone service, recertify eligibility for Lifeline phone services, and/or contact the phone service provider to resolve problems
  ➢ Assist clients with other tasks - for example, calling utility companies to transfer service to 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 cell phone with unlimited service, since office phones are sometimes in short supply.

Community Co-sponsorship Program

Commitment: 3 month minimum
Hours per week required: 15-20
Days/times preferred: Mondays through Thursdays, flexible
Duties: Community Co-Sponsorship is a program that allows community groups such as civic associations, churches, mosques and synagogues to “sponsor” a refugee family in or near their own hometowns throughout 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. Community Co-Sponsorship 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 Services 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 and other materials; occasionally 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 MS Office Suite and 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.

NHURPP New Haven Universal Rep Pilot Project - social services

❖ Commitment: 3 month minimum
❖ Hours per week: 10
❖ Days/times preferred: Flexible
❖ Supervisor: Camille Kritzman, Case Manager
❖ Duties: Work independently (with supervision), to conduct research for a project involving resource mapping for undocumented / low income clients.
   ➢ Administrative tasks include researching facilities, assisting clients in filling out forms, calling Access Health CT, registering clients for Yale Free Care, & accompanying clients to their medical appointments
❖ Requirements:
   ➢ Research institutions that would serve client’s needs, who have varying immigration status and insurance coverage. Ability to work independently on a specific project. Be a creative and resourceful problem solver for the complex issues facing clients at the intersection between immigration status and health. Must have strong interpersonal and communication skills and be comfortable meeting and assisting clients on your own. Must be able to talk with medical professionals on the phone and in person as an advocate for clients. A health background is not necessary, but certainly helpful. Knowledge of the immigration system is a plus. Having a car and a willingness to occasionally drive clients
   ■ Bilingual - Spanish & English speakers is a plus.
   ■ Experience and skill in design is a plus.

Supportive Therapy Assistant Intern

❖ Commitment: 3 months (flexible)
❖ Hours per week needed: 3-6 (flexible)
❖ Days/times preferred: Flexible - Preferably Wednesdays
❖ Supervisor: Amanda Browne, Licensed Clinical Social Worker, Supportive Therapy Program
❖ Requirements: Must have a positive attitude, good organizational skills, the ability to execute tasks independently, and good communication skills including with limited English speakers. Ideal candidate will have interest and/or experience in mental health and refugee/immigrant populations, a strong work ethic, and an empathetic approach to service and communicating with others.
❖ Duties: Assisting with coordination of care for prospective supportive therapy clients
   ➢ including, maintaining database, initiating calls to clients for outreach and program information, scheduling interpreters for calls and in-person meetings.
Additional tasks include research of current refugee mental health initiatives and current events, researching local mental health resources and providers, and assisting therapists with developing customized assessment tools and standardized practices.

**Housing and Donations**

**Housing & Donations Intern**

- **Commitment:** 3 month minimum
- **Hours per week needed:** 12-15
- **Days/times preferred:** Flexible
- **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. Interns also help to receive and sort incoming donations to maintain an organized storage warehouse.

**Development and Human Resources**

**Development**

- **Hours per week needed:** 10-15
- **Commitment:** 3 months minimum
- **Days/times preferred:** Flexible (The IRIS work week is M-F 9am-5pm)
- **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.
- **Requirements:** Must be detail-oriented, well-organized, and familiar with manipulating spreadsheets.

**Photography**

- **Commitment:** 3 month minimum
- **Hours per week needed:** 2-6 hours
- **Days/times preferred:** Monday-Friday & some weekends, flexible scheduling
- **Duties:** IRIS is seeking a creative self-starter with photography skills to capture and document photos of IRIS programs, events, and our refugee clients. Should have basic knowledge of lighting and image editing. Video filming and editing skills a plus.

**Videographer**

- **Number of positions per semester:** 1
- **English level required:** Fluent speaking, reading, and writing skills
- **Commitment:** 3 month minimum
- **Hours per week needed:** 2-8 hours
- **Supervisor:** Zeenie Malik, Community Engagement Specialist
- **Duties:** IRIS is seeking a creative self-starter to shoot short videos of IRIS events, programs & interviews to feature on Instagram and Facebook.
- **Requirements:** Knowledge of video editing

**Event Planning**

- **Number of positions per semester:** 2-3
- **English level required:** Fluent speaking, reading, and writing skills
- **Commitment:** 3 month minimum
- **Hours per week needed:** 2-8 hours
- **Supervisor:** Zeenie Malik, Community Engagement and Event Planning Specialist
- **Duties:** IRIS is seeking interns to assist in planning and promoting our biggest fundraiser of the year, the Run for Refugees. Duties include securing food & prize sponsors for the Run for Refugees after-party, delivering promo materials to local businesses, assistance with online promotion and outreach to runners & fundraisers.
- **Requirements:** Ability to multi-task, excellent organizational skills

**Data Collection & Impact Analysis**

- **Hours per week required:**
- **Days/times preferred:** 5-10
- **Duties:** Work with the Grants & Donor Relations Manager to understand and plan for upcoming donor reporting requirements. Meet with key program staff on a regular basis understand what new program data is being produced and collected (e.g. program attendance records, English language test scores, etc.) Review data produced by program teams, ensuring quality and completeness. Record additional data needed by foundations and private donors
  - Reporting & analysis duties (2-3 hours per week): Work with the Grants & Donor Relations Manager to generate narrative text from the data collected to be included in donor reporting as needed. Support the Senior Advisor for Strategy & Impact to aggregate data and develop key insights and takeaways from the data collected
➢ Template development (as needed): In collaboration with Grants & Donor Relations Manager, refine templates and forms for data collection
➢ Requirements: Fluency with MS Excel, Google Sheets, and MS Word. Use of other database software and programs ideal. Strong writing and communications skills. Ability to liaise effectively with a broad range of staff and volunteers.

Communications
❖ Commitment: 3 month minimum
❖ Hours per week required: 10-20
❖ Days/times preferred: Mondays through Thursdays, flexible scheduling
❖ Supervisor: Ann O'brien
❖ Duties: Assist the Community Engagement staff with a variety of tasks including but not limited to pursuing local, state-wide, and national media opportunities (newspapers, tv, radio); writing press releases; developing promotion strategies; maintaining social media presence and tracking analytics; helping craft language for email newsletters; tracking media hits and developing and maintaining a comprehensive media lists; and creating infographics and charts to highlight our research and analysis.
❖ Requirements: Excellent writing, research, and communication skills. Ability to work independently. Must be detail-oriented and well-organized.

Web Design
❖ Number of positions per semester: 1
❖ English level required: Fluent speaking, reading, and writing skills
❖ Commitment: 3-month minimum
❖ Hours per week needed: 10
❖ Days/times preferred: Monday - Friday, flexible scheduling
❖ Supervisor: Ann O'brien
❖ Duties: Help to update pages on website & general upkeep.
❖ Requirements: Experience with WordPress, CSS, Photoshop, HTML coding, or other site building platforms
**Children’s Summer Learning Program**

- **Positions available per semester:** 8-10
- **English level required:** Proficient to fluent
- **Commitment:** 3 months minimum (Will begin early June)
- **Hours per week needed:** 10 – 25
- **Days/times preferred:** Monday through Friday, 8:30am – 1pm
- **Supervisor:** Dennis Wilson, Tutor/Education and Advocacy Coordinator & Tanya Kimball Genn, Youth Services Manager
- **Requirements:** Interns must have had prior teaching experience and have spent time working in a classroom with children. Classroom management experience is a must. Cultural sensitivity, cross-cultural communication skills, patience, and desire to learn required.
- **Duties:** Volunteers and interns assist with the daily operation of a summer program for approximately 70 refugee students (ages 5 to 16) with varying levels of English proficiency

**Cultural Companions**

- **Commitment:** 3 month minimum
- **Hours per week needed:** 15+ (minimum of 15)
- **Days/times preferred:** Two part- or full-day shifts per week, minimum (Mondays through Thursdays preferred)
- **Duties:** 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

**Education Services**

- **Commitment:** Full semester/4 month minimum
- **Hours per week needed:** minimum of 15
- **Days/times preferred:** Flexible, Mondays through Fridays
- **Duties:** Help register students for school and conduct follow up meetings with refugee students and their families. Facilitate bus orientations for newly-registered students and their families. Help to facilitate communication between schools, parents, and IRIS.
- **Requirements:** Cross-cultural experience volunteer or work experience with youth. A driver with a car, willing to transport clients, is required.

*Updated: 12/09/19*
In-School Tutor and Student Support

❖ **Commitment:** Full semester/4 month minimum
❖ **Hours per week needed:** Minimum of 15
❖ **Days/times preferred:** Flexible, Mondays through Fridays
❖ **Duties:** In school tutors provide academic support to students in grades K-12 in the New Haven Public Schools system. Tutors work with students inside and outside the classroom, individually and in small groups. Tutors work directly with educators, school staff, and IRIS staff to coordinate schedules and to help facilitate positive educational outcomes for students. In school tutors also work to bridge communication among schools, families and IRIS in regard to student needs and opportunities for growth. With feedback and guidance from the various stakeholders, the in school tutor will help connect individual students to extracurricular opportunities and supports.
❖ **Requirements:** Cross-cultural experience and volunteer or work experience with youth. Strong communication skills necessary.

Higher Education and Youth Leadership Services

❖ **Commitment:** full semester/ 4 month minimum
❖ **Hours per week needed:** minimum of 15
❖ **Days/times preferred:** Flexible, Mondays through Fridays
❖ **Duties:** Become familiar with college and career preparation resources at local high schools with large client numbers. Encourage clients to take advantage of these resources or provide support if other resources are not available (personal statement editing, one-on-one college searches, scholarship applications, arranging campus tours, etc) Advise students on different kinds of campus cultures (commuter, live-on, large, small, public, private, liberal arts, research, etc.) Provide FAFSA completion and renewal support where necessary. Assist with the weekly planning and facilitation of the Youth Leadership Program. Provide program outreach and database maintenance.
❖ **Requirements:** Cross-cultural experience and volunteer or work experience with youth. Strong communication skills necessary.

After School Music and Arts Program Intern

❖ **Number of volunteer positions available:** 2-3
❖ **English level required:** intermediate to fluent
❖ **Hours per week needed:** 6-25
❖ **Days/times preferred:** Two or more of the following days: Monday-Friday, 2:30 – 5 pm; possibility for additional office hours if available.
❖ **Commitment:** 3 month minimum
❖ **Supervisor:** Jessy Griswold, After-School Music & Arts Enrichment Program Director
❖ **Requirements:** An energetic and nurturing disposition. Enjoy spending time with middle school and high school youth aged 8-18. Basic understanding of child safety, activity facilitation, and supervising. Experience multitasking several varied tasks is a must. Flexible and open to a program that balances structured and unstructured time. Cultural sensitivity and cross-cultural
skills are a plus, or the desire to learn. Experience with classroom management and building multifaceted programs is preferred. ESOL experience desirable.

❖ **Duties:** On a team, supervise and facilitate the logistical organization, care, and education (in music, art, and scholastics/homework assistance) of immigrant youth aged 8-18 from the New Haven region. Provide a language-rich environment and engage in age-appropriate activities. Follow a routine 2:00 - 5:00 pm rotating schedule of recess facilitation, tutoring and homework help, and individual as well as group music lessons (covering elementary to intermediate theory, piano, guitar, vocals, and choir). Knowledge of music or an instrument not necessary but a plus. Some knowledge of Spanish or Arabic a plus. A willingness to work with IRIS and program leadership in administrative roles such as curriculum building, logistical planning, budget management, and liaising. Ability to act as a representative of the *IRIS Enrichment Program for Music & the Arts* on formal occasions (including Monday staff meetings, if possible). Most of all, a disposition to having fun in a dynamic team passionate about teaching music and arts to IRIS youth!

**Community Education Intern**

❖ **Commitment:** 6 month minimum  
❖ **Hours per week needed:** 10-15  
❖ **Days/times preferred:** flexible  
❖ **Duties:** Assist the Community Engagement staff with a variety of tasks including: anti-racist and anti-oppressive curriculum research and development; program data monitoring and tracking; and active mobilization in the community. Program management and workshop facilitation skills a plus. Excellent interpersonal and cross-cultural communication skills required. Detail-oriented, a commitment to quality, and teamwork are essential.