

**Servant Leadership Summer Internship Placement Site  
Job Description  
Summer 2012**

**Organization Name: International Rescue Committee**

**Physical Address:**

2305 Parklake Drive, Suite 100,  
Atlanta, GA 30345

**Phone:** 678.636.8928

**Web site:** [www.Rescue.org/Atlanta](http://www.Rescue.org/Atlanta)

**Internship Supervisor:**

Volunteer Coordinator  
[VolunteerATL@Rescue.org](mailto:VolunteerATL@Rescue.org)

**Organization's Mission Statement:**

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including basic necessities, education, employment, social services and advocacy.

**Summary of organization's primary programs and services:**

The IRC is a resettlement agency providing case management, employment and job readiness, literacy, and assistance programs.

**Intern's title:**

Multiple positions. See accompanying document.

**Number of interns requested by this organization?**

One or Two

**Internship project/job description:**

Please see accompanying document.

**Qualifications:**

Please see attached

**Other requirements for this position:**

*A background check (\$20 fee) is required.*

**Will the internship require that the student have a car?**

Depends on the particular internship opportunity. Those positions that require a car indicate that in the position description. Please see attached.

**Is placement site accessible by public transit or other transportation options?**

Yes



# International Rescue Committee

## Internship Program

The International Rescue Committee in Atlanta's internship program offers students, professionals, and community members the opportunity to learn new skills and gain experience while contributing to the mission of the IRC. The IRC responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Since 1979, IRC has been helping refugees from all over the world resettle in the greater Atlanta area.

### Internship Opportunities

Computer Literacy Intern

Donations Intern

Employment Services Intern

English as a Second Language (ESL) Intern

First Things First Women's Literacy Intern

Fundraising and Development Intern

Healthcare Access Intern

Immigration Services Intern

Life Skills Intern

Logistics Intern

Resettlement Services Intern

Resettlement Specialist Intern

School Specialist Intern

Volunteer Coordination Intern

Youth Futures Program Intern



## Computer Literacy Intern

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including necessities, education, employment, social services, and advocacy.

The Computer Literacy intern helps clients to gain valuable computer skills in IRC Atlanta's computer lab. These include basic computer operation, typing skills, the internet and specialized English language training computer programs.

### Responsibilities:

- Instruct individuals and small groups of IRC clients in basic computer operations, MS Office skills, and how to use the internet
- Assist clients with the use of educational software, including ESL programs
- Assist the program to locate appropriate software and hardware from both public and private sources
- Develop activities and curriculum materials to help students learn new skills
- Supervise appropriate use of the computer lab environment, making sure clients are engaged in learning
- Assist Computer Literacy Instructor to collect client attendance records and report on learning outcomes

### Qualifications:

- Strong interest in working with international clients
- Proven ability to work with consideration and respect for cross-cultural differences
- Excellent communication and organization skills
- Ability to work independently
- Computer skills, including Microsoft Office programs and Internet research
- Enthusiasm for helping people to learn

### Hours:

- Interns must be able to work sometime between 9am and 4pm at least two days a week

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## Donations Intern

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including basic necessities, education, employment, social services and advocacy.

The Resettlement Shop is a thrift store environment providing newly arrived IRC clients with needed items such as clothing, household goods, small appliances, school supplies, toiletries and more free of charge. It is part of the resource development's in-kind contributions program.

The donations intern must be available 9:30am-12:00pm Tuesday through Thursday.

### Responsibilities:

- Assist refugee clients to get needed items
- Process outgoing donations for clients and maintain receipts and database records
- Organize resettlement shop and incorporate new in-kind donations into shop inventory
- Receive and sort in-kind donations from businesses and community donors
- Assist in corresponding with in-kind donors
- Respect client needs and conduct all interactions according to IRC code of ethics

### Qualifications:

- Proven ability to work with consideration and respect for cross-cultural differences
- Excellent communication and organization skills
- Strong computer skills, particularly MS Office Suite and Access database
- Ability to work independently
- Must be comfortable working in a cross-cultural environment; international experience a plus

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## Employment Services Intern

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The Employment Services intern works with IRC Employment Specialists to find employment for every eligible adult client. Stable employment is a vital step in the resettlement process.

### Responsibilities:

- Create resumes by working one-on-one with clients
- Assist clients in filling out online and paper applications
- Research potential employers and job possibilities for IRC clients
- Prepare clients for job interviews
- Take clients for job interviews and employment orientations
- Provide MARTA orientation for clients
- Provide general administrative support

### Qualifications:

- Strong interest in working with international clients
- Proficiency with resume writing and employment related activities
- Proven ability to work with consideration and respect for cross-cultural differences
- Excellent communication and organization skills
- Ability to work independently
- Computer skills, including Microsoft Office programs and internet research
- Enthusiasm for helping people to learn and demonstrated professionalism
- Interns must be able to work at least 15 hours a week for at least three months
- Must have a valid driver's license and access to an insured vehicle

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## English as Second Language Intern

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Learning English is a crucial skill to helping refugees adjust to life in their new country. The IRC-Atlanta Education Team provides several levels of English Language classes. Instruction is focused on developing vocabulary and confidence for dealing with real world situations such as shopping, public transportation, employment, and other daily living skills. Classes are held at Monday through Thursday between 9:30 am and 2:00 pm. This internship requires a minimum commitment of 15 hours a week for no less than a total of 120.

### Responsibilities:

- Assist instructor in daily classroom activities including one-on-one tutoring, leading small group conversational practice, and teaching specific components of the curriculum
- Support program activities by researching new curriculum content and preparing educational materials as requested by instructor
- Assist instructor to administer assessment tools to evaluate students' progress during course of study and appropriate placement into a class level
- Assist with record-keeping, data entry, and file maintenance to support program administration

### Qualifications:

- Fluent spoken and written English
- Previous teaching experience a plus
- Ability to take initiative and work independently
- Comfortable working in a cross-cultural environment; international experience a plus
- Enthusiasm, positive attitude

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## ***First Things First Women's Literacy Intern***

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including basic necessities, education, employment, social services and advocacy.

*First Things First* is an innovative program that provides intensive beginning English as a Second Language (ESL) services to refugee women, while childcare is provided for their children under the age of two. ESL topics are tailored to the specific survival needs of women and families.

This internship is 10 hours a week for a minimum of 3 months. Interns must be available during class time 9:30-11:30am Monday to Thursday.

### **Responsibilities:**

- Assist instructor in developing and implementing pre-literacy and literacy-level appropriate activities
- Assist instructor in daily classroom activities, including one-on-one tutoring, leading small group practice, and teaching specific components of the curriculum
- Support program activities by researching new curriculum content and preparing educational materials as requested by instructor
- Assist with record-keeping, data entry, and file maintenance to support program administration
- Support structure and schedule of program

### **Qualifications:**

- Fluent spoken and written English
- Must be comfortable working in a cross-cultural environment
- Experience working with refugees or immigrants preferred
- Previous teaching experience a plus
- Must be flexible and creative
- Must have initiative and be able to work independently
- Enthusiastic, positive attitude

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## Fundraising and Development Intern

The Resource Development Department works to increase the financial, in-kind and human resources available to IRC to support refugees in greater Atlanta, and promotes community outreach and advocacy activities to increase awareness of refugee issues and of IRC services. Fundraising and Development interns work with the Resource Development Manager in the development of financial donations, outreach, donor and vendor communications, building community partnerships and more.

### Responsibilities may include:

- Researching new government, corporate and foundation funding opportunities
- Soliciting, planning, and conducting activities related to increasing community awareness about refugee issues, and IRC Atlanta
- Assisting with fundraising event coordination and logistics
- Assisting the Resource Development Manager to maintain donor relations and cultivate new donors
- Researching and writing articles for the monthly newsletter

### Qualifications:

- Demonstrated excellent written and oral communication skills in English
- Strong computer skills, particularly MS Office suite and databases
- Flexibility and an ability to work independently and think strategically
- Interest in fundraising and in working with refugees
- Comfort with working in a cross-cultural environment

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## Healthcare Access Intern

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The provision of healthcare is an essential component in the resettlement process. The Healthcare Access Intern works with the Healthcare Specialist to provide refugees assistance in coordinating medical appointments, understanding and obtaining medicines, registering for Medicaid, navigating health insurance, and addressing emergency needs. This position requires a minimum of 15 hours a week for a total of at least three months.

### Basic Responsibilities:

- Research physicians, pediatricians and other specialists in order to expand the database of doctors available to IRC clients
- Schedule doctor appointments and support services
- Register clients for Medicaid
- Obtain required prescriptions for clients
- Provide general administrative support
- Accompany clients to appointments
- Help maintain the filing system for medical files

### Requirements:

- Excellent communication and writing skills
- Organized with attention to detail
- Able to work independently and take initiative in a fast-paced environment
- Demonstrated interest in international and refugee issues
- Strong desire to help people and enthusiasm for working in a multi-cultural setting
- Computer literacy, preferably with PC systems
- A car and valid driver's license
- Strong preference for applicants with experience in the fields of social science, medicine, and/or public health

\*Please note that this is not a research or medical position

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## Immigration Program Intern

The International Rescue Committee's resettlement office in Atlanta provides its clients with assistance in filing immigration applications, which will allow refugees and newly approved asylees to travel, become permanent residents and then citizens of the United States. Interns support IRC immigration case managers.

### Responsibilities:

- Process correspondence from CIS in a timely manner, notify clients of correspondence received and place notices in files
- Assist immigration case managers to maintain accurate and up-to-date files and detailed case notes on immigration services to clients
- Create and print labels for files
- Assist immigration case managers in making copies and creating new files
- Complete change of address forms with CIS
- Help maintain the filing system for immigration petitions filed with IRC in Atlanta
- Other duties as needed and assigned by immigration case managers

### Requirements:

- Excellent communication and organizational skills;
- Attention to detail and procedure;
- Ability to work independently and take initiative;
- Work or volunteer experience with foreign populations, especially African or Middle and Near Eastern;
- Knowledge of one or two foreign languages such as Russian, Arabic, Farsi, or French is beneficial, but not required;
- Computer literacy, preferably with PC systems;
- Knowledge of refugee immigration beneficial, but not required.

Internships of 20 hours per week are preferable. Hours are flexible, but must be completed during the hours of 9am and 5pm.

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## Life Skills Intern

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including basic necessities, education, employment, social services and advocacy.

The Life Skills Intern serves in the Education department, and coordinates weekly workshops for newly arrived clients. These workshops focus on equipping clients with knowledge to succeed in the U.S. around topics such as financial literacy, dental hygiene, fire safety, and bike safety.

### Responsibilities:

- Develop a database of contacts and resources to plan and implement workshops and educational activities
- Coordinate workshops and educational activities for refugee clients
- Participate in the organization, marketing and implementation of workshops
- Develop a calendar of workshops and other special programming for refugee clients
- Develop a contact list of translators and interpreters who can speak Arabic, Burmese, French, Somali, Spanish, Swahili and Nepali

### Qualifications:

- Proven excellent written and oral communication skills in English
- Strong research and organizational skills
- Strong MS office Suite and internet skills
- Ability to take initiative and work independently;
- Must be comfortable working in a cross-cultural environment; international experience a plus
- Must be creative and have strong interpersonal skills
- Must be available to hold seminars on Friday mornings from 9:30-11:30am and be available for at least three months

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## Logistics Intern

The International Rescue Committee of Atlanta is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with refugees to assist them in rebuilding lives and reuniting families in the greater Atlanta area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including necessities, education, employment, social services, and advocacy.

The Logistics interns will work closely with the Logistic Specialist to coordinate transportation and interpreters to assist newly arrived refugee families to attend core services and other appointments such as doctor visits and social services. The Logistics Intern will also assist with orienting clients to MARTA and assisting the Logistics Specialist with organizing data pertaining to arrivals.

### Responsibilities:

- Orienting clients to MARTA/ public transportation (to IRC, health clinic, shopping centers)
- Assisting Logistics staff to prepare for incoming arrivals which may include apartment set up
- Supporting representatives from various social services agencies to process clients DFCS office / Social Security office
- Coordinating transportation and interpreters with Logistics Specialist to assist newly arrived refugee families to attend core services and medical appointments
- Providing general administrative support to Logistics Specialist
- Occasionally transporting clients to appointments and/or accompanying clients to appointments
- Other duties as needed and assigned by Logistics Specialist

### Requirements:

- Must be over 18 years of age
- Bi-lingual in a relevant language is a plus
- Clean driving record required
- Occasional heavy lifting may be requested
- Proven ability to work with consideration and respect for cross-cultural differences
- Excellent communication and organization skills with attention to detail
- Able to work independently and under pressure
- Creativity and initiative to follow through on projects
- Strong desire to help people and enthusiasm for working in a multi-cultural setting
- Computer literacy, preferably with PC systems
- A car and valid driver's license
- Any weekday between 9-5 preferred

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## Resettlement Services Intern

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Resettlement Services offers support, guidance and counseling for clients through all stages of resettlement. Resettlement Services interns work directly with IRC case managers to help newly arrived refugees transition to life in the U.S.

This position requires a minimum of 15 hours a week for at least three months.

### Basic Responsibilities:

- Conduct MARTA orientation (to IRC, health clinic, job, shopping centers)
- Assist in activation of EBT cards for food stamps
- Assist with applications for the Department of Children and Family Services, GA ID cards, and Social Security; assist in addressing public assistance issues
- Assist clients with doctor's appointments and researching appropriate medical providers for refugees and/or low-income families
- Assisting staff and clients with grocery shopping
- Research resources and service providers in the Atlanta area
- Assist in file maintenance and documentation
- Provide general administrative support

### Requirements:

- Excellent communication and writing skills
- Organized with attention to detail
- Able to work independently and take initiative in a fast-paced environment
- An interest in international and refugee issues
- Strong desire to help people and enthusiasm for working in a multi-cultural setting
- Computer literacy, preferably with PC systems
- A car/driver's license is beneficial

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## Resettlement Specialist Intern

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Resettlement specialist interns work directly with the resettlement services specialist. The intern will learn about the entire resettlement process, including core services provided by IRC, and gain experience in logistical planning, and quality control and assurance in documentation.

This position requires a minimum commitment of 15 hours a week for at least three months.

### Responsibilities:

- Review client files and documentation for quality assurance; data entry
- Communicate with clients and clients' relatives regarding IRC services
- Prepare documents to support client applications for special and emergency assistance
- Schedule applicants, arrange transportation, and review forms for accuracy and completeness
- Provide general support to the resettlement specialist

### Qualifications:

- Strong computer skills, particularly MS Office suite and databases
- Flexibility and strong organizational skills with an ability to work independently
- Strong telephone etiquette and verbal communication skills
- Comfort with working in a cross-cultural environment
- Valid driver's license, a reliable vehicle, and ability to transport clients preferred

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## School Specialist Intern

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This internship is located within Logistics, which provides the first point of contact for newly arrived refugees. In particular, this internship directly supports the school specialist in being a crucial bridge between newly arrived refugee families and local schools, ensuring that each child gains access to education and has a positive start to their academic journey in the U.S.

### Responsibilities:

- Assist school specialist in communicating information to families on such topics as school attendance, behavior, hygiene, academics, and parent involvement
- Communicate information to schools
- Coordinate transportation for children and families
- Assist children registering for school and obtaining proper immunizations
- Maintaining tracking systems for student information and school progress
- Assisting clients to navigate higher education options
- Provide general support to the school specialist

### Qualifications:

- Strong computer skills, particularly MS Office suite and databases
- Flexibility and strong organizational skills with an ability to work independently
- Strong telephone etiquette and verbal communication skills
- Comfort with working in a cross-cultural environment

### Requirements:

- Must have a valid driver's license, a reliable vehicle, and be able to transport clients
- Requires of minimum commitment of 15 hours a week for at least a 120 hours, a commitment of at least three months is preferred

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## Volunteer Coordination Intern

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The volunteer coordination intern works with the volunteer coordinator in the resource development department to establish strong, mutually beneficial connections between the community and the IRC Atlanta office in order to garner monetary, in-kind and volunteer resources for refugee clients.

This position requires a minimum of 15 hours a week for at least three months.

### Responsibilities:

- Help refugee clients to receive in-kind goods via the Resettlement Shop
- Receive and organize in-kind donations
- Track in-kind donations in both donor database and client files
- Assist with outreach and recruitment efforts to community groups, students, and other organizations
- Work with the Volunteer Coordinator to update client files with volunteer and resources information
- Update volunteer database
- Assist with activities related to volunteer recruitment, training, and retention including matching mentors with client families, and coordinating intern brown bags, volunteer appreciation events, and workshops

### Qualifications:

- An interest in international and refugee issues
- Effective communication and writing skills
- Strong attention to detail
- Excellent organizational skills
- Creativity and initiative to follow through on projects
- A strong desire to help people and enthusiasm to work in a multi-cultural setting
- Prior experience in a non-profit setting a plus

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## Youth Services Intern

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The IRC's Youth Futures Program addresses specific social and academic needs surrounding refugee and asylee youth through an after-school program, summer camp, and student internships. Focused on academics, the after-school program helps students with their homework and school projects every school day. During summer break, the youth program offers an internship program, which introduces youth to the American workplace and helps them discover more about their own goals, and a summer camp, which provides cultural, learning, social, and specific skill-building opportunities.

This position requires a minimum of 15 hours a week for at least three months. The hours for this position are between 3:00 and 6:00pm during the school year and between 11:00am and 6:00pm during the summer.

### **Basic Responsibilities:**

- Assist high school refugee youth with homework
- Assist staff youth counselors with program logistics
- Compile and update secondary and post-secondary resources and contacts
- Assist youth with writing resumes and searching for part-time/summer jobs
- Maintain relationships with DeKalb County Schools
- Plan and prepare for Youth Futures events, especially Spring Break and Summer Program activities
- Build mentoring relationships with youth
- Provide other program and general administrative support as needed, such as documentation and file maintenance

### **Qualifications:**

- Excellent communication and writing skills
- Organizational skills with attention to detail
- Ability to work independently and take initiative in a fast-paced environment
- An interest in international and refugee issues
- Experience working with youth and/or young adults is preferred
- Creativity and initiative to follow through on projects
- Strong desire to help people and enthusiasm for working in a multi-cultural setting
- Computer literacy, preferably with PC systems
- A valid driver's license and reliable vehicle is beneficial

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