



REFUGEE SERVICES INTERNSHIP JOB DESCRIPTION

When interning with Community Action, you will be representing our services to the clients. The manner in which you conduct yourself and the impression you make determines, to a great extent, the client's impression of the entire organization. When receiving and greeting clients, you should be guided by simple rules of business and courtesy. Office attire is business casual.

It is of the utmost importance that you maintain confidentiality of all information and activities that take place in this office.

Below are a few of the daily tasks for which you will be responsible. Other duties may be assigned based on need.

- Maintain predictable office hours
- Remove barriers to integration by assisting clients with case management issues
- Support client self-sufficiency through assisting clients with job searches and applications
- Practice job interviewing with limited English clients (with and without interpreters)
- Help limited English speaking clients learn to use the public transit system
- Interpret (if bilingual and proficient)
- Organize and maintain client files
- Data entry and reporting
- Help coordinate Interpreter trainings
- Promote language access for limited English community members
- Support partnerships by assisting various projects with the Community Partnership for Refugee & Immigrant Families (mental health projects, employment projects, etc)