



## Summer 2021 Refugee Services Intern (unpaid)

### WHO WE ARE

LSS has provided struggling families in Northeast Florida with the services and support they need to overcome hardship and regain self-sufficiency since 1979. Our mission is: "Guided and motivated by the compassion of Christ, we serve and care for people in need." (Though Lutheran congregations founded our agency and our mission is rooted in Christian teachings, LSS does not discriminate on the basis of faith or any other factor, and never proselytizes.)

In 2020, LSS served an estimated 41,000 individuals through five programs that share a common goal: providing help to those in need with dignity and compassion:

- Nourishment Network – food for 1,700+ households every month through the Nourishment Network Market pantry, plus feeding initiatives for seniors and schoolchildren;
- AIDS Care & Education – wraparound services for HIV+ individuals including housing, case management, mental health, and access to an onsite clinic;
- Money Minders – bill payment for individuals unable to manage their own finances;
- Refugee Services – integration support for refugees who have fled war and persecution in their home countries for the safety of a new life in the U.S.; and
- Steps 2 Success – integrated employment and financial coaching plus short-term income supports at Florida's first Financial Opportunity Center.

LSS has been resettling refugees from around the world since the existence of the organization. The Reception and Placement program provides integration support to newly-arrived refugees for the first 90 days in the country. LSS also provides services to refugees, asylees, Cuban and Haitian Entrants, Amerasians, and other eligible individuals in their first 5 years in the country through the following programs: employment, vocational training, mentoring, youth, and tiered case management.

### COMPANY WEBSITE

<https://lssjax.org>

### WHO WE ARE LOOKING FOR

The Refugee Services Intern will have the chance to be immersed in the field of refugee services. They will assist the in-house refugee programs with direct service and administrative support.

### POSITION TYPE

- Internship, unpaid
- Credit hours or core requirements available upon review/approval of corresponding educational institution; evaluation following completion of internship will be provided
- Must commit to a minimum of 15 hours per week for 9 weeks

### TERM

- Mid-June – August 2021

### WORK LOCATION

- Lutheran Social Services of NE Florida's Office

### QUALIFICATIONS

- Bilingual preferred; command of any of the following languages: Spanish, Swahili, Arabic
- Must be 18 years of age or older
- Currently enrolled in an undergraduate program, graduate program or have recently completed a degree within the past year
- Possess and maintain a valid driver's license and auto insurance
- Pass a Level II AHCA Background screening in compliance with our licensing standards
- Applicants with, but not limited to, the following academic backgrounds are welcome: social work, TESOL, international studies, non-profit management
- Cross-cultural experience preferred

### ESSENTIAL DUTIES

- Assist case managers in conducting client assessments and data entry



- Conduct file reviews to ensure compliance with grants
- Prepare client files for new arrivals and newly enrolled clients
- Transport clients to appointments and program events
- Set up apartments for new arrivals
- Receive and process donations
- Keep inventory housewares and furniture items
- Chaperone youth (ages 15+) on field trips
- Create and lead workshops available for refugee clients
- Provide interpretation and/or translation of materials relevant to program activities, plans or appointments (if applicable)
- Conduct community outreach
- Other duties as assigned

#### **COMPETENCIES**

- Adaptability/Flexibility
- Coordination/Collaboration/Presentation Skills
- Working knowledge of computers/software such as MS Word, Excel, Outlook
- Must be able to communicate orally and in writing
- Assertive, completes projects independently with minimum guidance
- Ability to work with people from various cultural, religious and social backgrounds

#### **COVID PRECAUTIONS**

- Staff and client safety is a priority for our organization.
- We are following recommended CDC and OSHA guidelines in our daily business operations.
  - Personal protective equipment provided or required
  - Social distancing guidelines in place
  - Sanitizing, disinfecting, or cleaning procedures in place

**APPLICATION DEADLINE:** Friday, May 21<sup>st</sup>

#### **INTERESTED APPLICANTS:**

While this internship is unpaid, you are encouraged to approach this opportunity the same way you would approach a job. Please submit a cover letter and resume to [jobs@lssjax.org](mailto:jobs@lssjax.org) by the deadline. Incomplete applications will not be considered.