

Position Description: Client Services Internship
Department: Community Engagement
Program: Client Services/Community Navigation

Location: 1611 E. 7 th Street Charlotte NC 28204 704-333-8099
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International House is a nonprofit organization that empowers immigrants and international culture to thrive in Charlotte. International House enriches the lives of immigrants, residents, and the community of Charlotte through cross-cultural connections that foster understanding and fuel inspiration. Our hands-on programs help immigrants settle and succeed in this region while helping residents and businesses connect with people and cultures from around the world. We offer direct services through our immigration law clinic, Adult ESL classes, and after school tutoring program for children in CMS. We also offer several cultural enrichment programs including Conversation Hours in various languages and an International Book Club.

Our Client Services Department offers a one-stop hub for international community members to get assistance as they integrate into the Charlotte community. The Hub helps immigrant individuals and their families' access resources and navigate U.S. social systems. We accomplish this by offering special outreach presentations, 1:1 navigator consultations with clients, and utilizing our vast network of community partners. We provide referrals to our internal programs--like ESL classes and the Legal Clinic—as well as outside referrals to our community partners for services like housing and healthcare. International House has a long-standing presence in the Charlotte community and maintains a vast network of partner agencies and organizations with a shared mission. Our Community Engagement Department helps families navigate these numerous community programs to access the resources they need to thrive. Interns will have the opportunity to focus their efforts on programs and initiatives that align with their learning objectives, like supporting our Education Programs or the Legal Immigration Clinic.

Roles and Responsibilities:

- Front Office/Administrative Duties
 - Answering the phone, transferring calls, responding to voicemails, greeting and assisting walk-ins.
 - Making copies, filing paperwork, general office maintenance.
 - Work on special projects as needed.
- Client Intake and Referral
 - Collecting new client information for referrals.
 - Maintain an up-to-date list of community partner programs and eligibility requirements.
 - Conducting 1:1 community navigator consultations with clients who need assistance.
 - Working with clients on goal setting and creating an individualized action plan.
- Client Follow-Up and Ongoing Support
 - Work with clients and social service organizations to ensure seamless referrals with community partners.
 - Track attainment of client goals and any challenges or barriers they experience.

- Provide on-going enrichment opportunities like workshops on job skills or financial literacy.
- Partner with community organizations to provide specialty programming on services IH doesn't directly provide, like tax-prep or health insurance enrollment.

Time Commitment:

- Minimum of 12-16 hours a week for a full school year (August 2023- May 2024)
- IH Offices are open Monday-Thursday from 9 AM – 5 PM for in-person, weekly hours.
 - *Exact schedule determined by intern class schedule and work obligations.*
- Some evenings and weekends may be requested.

Qualifications:

- Excellent organization and communication skills
- Independent, responsible, and self-motivated
- Culturally sensitive, with experience working with diverse populations.
- Computer proficiency required (Microsoft Office and Google Suite)
- Spanish language strongly preferred, but not required.
- Other second languages are also accepted and welcomed (French, Tagalog, Farsi, Arabic, etc.)

Additional Details:

- This is an unpaid internship opportunity which may be eligible for university credit, depending on the interns' academic department and area of study.
- Exact schedule TBD based on intern class schedule and any paid work obligations.
- International House requires all staff and interns to be fully vaccinated against covid-19, and to provide proof of vaccination prior to starting internship.

To apply: Please send your resume and a cover letter to Lauren Rogers, Director of Community Engagement at Lrogers@ihct.org.

If selected for additional consideration, you'll be contacted via email by IH staff to schedule an interview.