****

*Social Services Internship Application*

*Team Descriptions*

The Nationalities Service Center’s Social Services Department provides case management, support, information and advocacy to newly arrived refugees and asylees. Our goal is to help clients achieve self-sufficiency. Refugees make important contributions to Philadelphia’s economy and cultural fabric. Interns play an integral role in making our work successful.

Note: Social Services internships are unpaid. We work with schools to assist students in obtaining credit or funding. We will not be able to host interns whose availabilities are less than 2 full days (NSC office hours: Monday – Friday 9am – 5pm) due to the supervision capacity.

Application Timelines

Please submit your completed application package, including NSC application form, your resume and cover letter, accordingly with the timelines listed below. The decision will be made on a rolling basis during each term.

Summer internship application: March 1st – May 1st

Academic school year and fall semester only: April 15th – August 1st

Spring semester: October 15th – December 1st

Application Review and Interview Process

Applications are evaluated based on the applicants' qualifications, interests and availabilities. The application review process may take 1-3 weeks. Applicants identified as strong matches are invited to interview. Although personal interviews are preferred, telephone/SKYPE interviews will be conducted for those unable to visit NSC. After the interview, the decision will be made within 2 weeks.

**Resettlement Team**

NSC is the leading refugee resettlement agency in the Philadelphia area. We provide support to newly-arrived refugees, most of who have fled Iraq, Bhutan, Burma, Eritrea and other nations. Many of our refugee clients arrive with chronic and acute illnesses, emotional trauma (such as depression, anxiety, intellectual disabilities, and post-traumatic stress disorder) due to war, displacement, torture and persecution, and suffer from adjustment challenges during their early phases of resettlement. We use empathetic design, strength-based model, and social ecological perspective to provide intensive and culturally competent case management to help with adjustment and comfortable and productive integration into life in Philadelphia.

Our programs are innovative and dynamic, drawing on a host of internal programs and external partners. We are keenly invested in empowering our clients to adopt early independence and self-sufficiency. NSC resettlement interns help with that process by providing support to our staff and clients with tasks such as:

* Advocacy: Escorting clients to government, medical and utility offices and schools to for orientation, support and advocacy;
* Case Management: Work in concert with case managers to conduct initial intake sessions, cultural and public transportation orientations, school and ESL programs enrollments in neighborhoods; coordinating internal and external resources to provide services to clients; developing and implementing resettlement plans;
* Community Building and Integration: Assisting case managers by locating appropriate activities such as opportunities to play sports and appropriate religious communities and helping clients connect with these activities;
* Confidentiality and Documentation: Maintaining confidentially, and meeting all documentation needs in accordance with funder and NSC policy; and
* Individual and Group Projects: To be discussed with task and social work supervisors. These projects have lead to substantial support to NSC’s resettlement efforts in the past.

We are looking for interns who are willing and able to develop cultural competency and contribute to the full spectrum delivery of case management service delivery. Flexibility is necessary and a good measure of humor is very helpful.

**Refugee Health Team**

By the time they arrive in the United States, refugees typically come from many years of living in refugee camps or urban slums with limited access to health care.   Many refugees arrive with unmanaged chronic health conditions and/or infectious diseases.  Refugees also experience emotional trauma resulting from war, displacement, loss of loved ones and status, and are frequently diagnosed with depression, anxiety and Post Traumatic Stress Disorder (PTSD).  All refugees must receive a domestic health screening within 30 days of arrival. NSC’s resettlement program provides comprehensive services to newly arrived refugees to help them to navigate the health care system. Internship opportunities with the refugee health team include:

* *Medical Escorting*: Escort newly arrived refugees to screening and specialist appointments (ensure language access is set up; troubleshoot registration issues; accompany clients from NSC; help client to fill prescriptions )
* *Social Security Insurance Applications*:  Assist elderly refugees and refugees with disabilities to apply for SSI, working in partnership with medical providers and attorneys (as needed)
* *Health Orientation:* Deliver a 45 minute health orientation to small groups of newly arrived refugees using in-person or telephone interpreters.
* *Medical Support Services*: Provide intensive medical support services to clients with significant health issues, helping with prescription management, hospitalization, setting up transportation to medical appointments, home health care arrangements etc.
* *Health Insurance and Billing*: Assist to resolve health insurance enrollment and billing problems.
* *Community Outreach and Health Education:*  Help to develop and deliver community education sessions on identified topics of need
* *Advocacy:*  Assist refugee health staff to conduct local, state and federal level advocacy to improve refugee access to health care. Current priorities include: improving health care provider compliance with Title VI language access guidelines and advocating with the Pennsylvania Refugee Health program for funding systems to support refugee health screenings.
* *Program Evaluation*

We require a minimum commitment of 15 hours per week.

**Employment Team**

The Employment team works with refugees and asylees who have been in the United States for 5 years or less and helps them move towards employment and self-sufficiency.

The ideal candidate should be working towards their Bachelors degree and be willing to work a minimum of 20 hours a week. The candidate should be interested in working with the refugee community. This position will assist with conducting intake interviews, tracking the progress of clients towards self-sufficiency, and may include communicating with third parties on behalf of the client. The Employment intern will assist in maintaining case records and accompanying the client to appointments, job interviews, and other locations as necessary. Applicants will also be expected to assist in the ESL classroom, provide basic case management services, must to be willing to work independently and should feel comfortable working one on one with clients. Strong computer skills are required.  Applicants must be able to work well in a team and have excellent interpersonal and cross-cultural communication skills. Employment interns will also have the opportunity to work the RAMP, the employment-related mentoring program.

**Philadelphia Partnership Resilience (PPR) Team**

The PPR project works collaboratively with survivors of torture and their families through the use of a trauma-informed, empowerment-based model.  PPR ensures survivors have access to comprehensive medical, legal, social, and mental health services in order to promote self-sufficiency and achievement of client-developed goals.

NSC PPR case management internship opportunities include:

* Intensive Case Management:  assisting with intake interviews; developing client-centered service plans; coordinating appropriate services; escorting clients to appointments; communicating with third parties on behalf of the client.
* Confidentiality and Documentation:  completion of all documentation required by program and funding sources; ensure client confidentiality is maintained.
* Social & Cultural Programming:  assist with one or more social or cultural activities per month, usually occurring on the weekend or after typical business hours.

Applicants must to be willing to work independently and should feel comfortable working one on one with clients.  Applicants must be willing to take public transportation when traveling with clients.  Basic computer skills are required, especially Microsoft Office.  Applicants must be able to work as a team member with clients and other professionals, in addition to having excellent interpersonal and cross-cultural communication skills.  Please note that this is a case management internship opportunity, as the PPR team does not provide direct clinical mental health services.

Preference will be given to candidates who are available at least 16 hours per week, with availability at least one additional weekend day per month.  Applicants must be able to commit to at least one full semester.

**Services for Victims of Human Trafficking Team**

The VofT project works with individual survivors of human trafficking to provide case management support. The team also works to raise awareness of the issue of human trafficking in our region.  VofT ensures survivors have access to comprehensive medical, legal, social, and mental health services to survivors in order to promote self-sufficiency and achievement of client-developed goals.

NSC VofT internship opportunities include:

* Training and Awareness Raising:  planning and implementing training and awareness raising events for medical providers, social service providers, student organizations and others.
* Resource Development:  developing needed resources to support VofT clients including housing resources, social service supports and other needed resources
* Program Evaluation:  assist in implementing programs including developing evaluation tools, auditing case files and other activities related to project evaluation.

Applicants must to be willing to work independently and should feel comfortable with public speaking.  Basic computer skills are required, especially Microsoft Office.  Applicants must be able to work as a team member with clients and other professionals, in addition to having excellent interpersonal and cross-cultural communication skills.

Preference will be given to candidates who are available at least 16 hours per week, with availability at least one additional weekend day per month.  Applicants must be able to commit to at least one full semester.

**Social Media Communications Team**

The intern will work closely with NSC’s Preferred Communities Coordinator to develop a social media and web presence while building, maintaining and strengthening relationships with partners and the public utilizing new media.

The intern will support staff by:

* Creating and implementing a social media post schedule highlighting the work of NSC
* Generating eye-catching posts for the agency’s Facebook and twitter feeds
* Building and maintaining relationships through social media while exploring other potential areas that NSC can promote our work

Desired qualifications and experience are:

* Undergraduate or graduate student interested in refugee resettlement, non-profit marketing and social media.
* Proficient with Microsoft Office and familiar with social media websites such as Facebook and Twitter; demonstrated writing skills with an ability to meet word limits and deadlines.
* Knowledge of graphic design, web design and photo-editing is a plus.

**Grants Management Team**

Members of the Grants Management Team will work under the Director of Social Services Department, assisting with various macro-level projects, including grant writing. The interns selected for this team will learn about systems that need to be negotiated for agencies and departments to run effectively.

Some of the ongoing projects include assistance with:

* Assisting with prospect research, writing grant proposals and reports.
* Supporting social media activities for the department.
* Creating program
* Guides and training materials for partner agencies.
* Planning and executing workshops that occur throughout the year.
* Collaborate with other NSC teams, as well as with a number of outside organizations.

Candidates who are available at least 20 hours a week are preferred.

**English as a Second Language Teaching Team**

The NSC Social Services Department provides free ESL classes for our new arrivals. The ESL classes focus on workforce development, American culture, health systems and life skills. The intern will work with staff members to integrate resources, create curriculum and teach classes. Desired qualifications and experience include:

* Experience with teaching ESL, preferably formal but informal is fine as well.
* Ability to work one-on-one with beginning level ESL students.
* Reliability and has a committed schedule.
* Capability of working with a multi-level class with extreme patience.
* Ability to assist with lesson planning.
* Ability to incorporate technology into ESL lessons.
* Strong English skills and comfortable in a multicultural setting.

**Macro Community-Based Project Team**

The intern will work closely with NSC’s staff to develop a special community-based project to analyze potential resources for refugees resettled in Philadelphia. The projects assigned to the intern may include, but not limited to: neighborhood safety analysis, housing market, community building strategic planning, and potential employment industry. The internship provides the intern an opportunity to practice theory and skills.

The intern will support staff by:

* Creating and implementing a community-based project in partnering with NSC supervisor.
* Carrying out a survey among refugee communities and NSC staff.
* Visiting local resources and building the potential partnership.
* Analyzing data and writing reports.

Desired qualifications and experience are:

* Undergraduate or graduate student interested in refugee resettlement and non-profit organization.
* The ability to work independently.
* Proficient with Microsoft Office.
* Demonstrated writing skills.
* Knowledge of GIS mapping software is a plus.

*Senior Center Internship Application*

Nationalities Senior Center is a multi-cultural senior center.  Our mission is to provide a vibrant and active social and educational program for our members through various activities and programs. The Senior Center is located at 1100 Rockland St. and operates weekdays from 9:00 – 1:00. Interns need to be available during those times and can choose weekdays to accommodate class schedules. For those who also have afternoon availability or need additional hours to meet school requirements, additional assignments can be carried out at NSC’s main office at 1216 Arch Street within the Social Services Department. Note: Senior Center internships are unpaid.

Senior center interns help with providing support to our staff and clients with tasks such as:

* Provide information and referral and case management support for a senior population specific to health care and aging issues.
* Assist in navigating systems and advocating for clients with the goal of helping older adults and their families understand and choose among an array of health and social services.
* At times, escorting clients to government offices using public transportation, such as Social Security Administration, Department of Public Welfare, Philadelphia Electric Company, Philadelphia Gas Works, Community Legal Services, and Adult Legal Services; providing orientation, support and advocacy.

Interested applicants should have a desire to work with an older, mostly Asian immigrant population. The candidate should also possess good communication skills, knowledge of the community's resources, the ability to network to learn about resources that clients need and the ability to evaluate the outcomes of their work.

Bi-lingual in Vietnamese or Cantonese is preferred.