

IRIS Intern Job Descriptions Master List

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1. Case Management Department

1.1. Case Management: Health Department Intern

- ❖ Hours per week needed: 10-40
- ❖ Commitment: 3 months minimum
- ❖ Days/times preferred: Flexible
- ❖ Supervisor: Health Coordinator and Health and Wellness Manager
- ❖ Duties:
 - Schedule and inform clients of their medical appointments
 - Follow up on referrals to specialists and other appointments as necessary
 - Secure and coordinate transportations to medical appointments and help clients find ways to get to their appointments independently
 - Attend Pediatric Refugee Clinic and Adult Refugee Clinic
 - Ensure that proper language interpretation and translation are provided as needed for meetings with clients
 - Instruct clients on how to fill prescriptions at a pharmacy, including requesting refills
 - Refer high medical needs client to the Yale Patient Navigator program
 - Resolve billing issues with collection agencies via phone
 - Conduct COVID-19 vaccine/ testing outreach and education
 - Monitor progress of client's health and maintain regular contact with health care providers
 - Provide additional community and cultural orientation (in addition to what was provided during R&P period), as needed
 - Maintain case files and required documentation for each case
 - Other related tasks as assigned by the Health Coordinators and Health & Wellness Manager
- ❖ Requirements: Must have strong interpersonal and communication skills and be comfortable meeting and assisting refugee and immigrant clients on your own. Most communications are conducted with the help of an interpreter. Must be able to interact and advocate on behalf of clients with medical professionals.

1.2. Case Management: Food Pantry Intern

- ❖ Commitment: 3 months minimum

- ❖ Hours per week needed: 6 hours per week (this internship can be combined with another internship or volunteer role)
- ❖ Pantry assembly line and organizing: Tuesdays from 9:30 am - 1:00 pm
- ❖ Food distribution: Wednesdays from 8:00 am - 11:15 am
- ❖ Cleanup: Wednesday afternoon, flexible
- ❖ Duties:

Pantry organizer: Free up our housing and donations coordinator for a couple valuable hours each week by being the “head volunteer,” leading and working alongside a small volunteer team to unload, unpack, and organize around 8,000-12,000 lbs of food in our food pantry. We then create an assembly line and pack over 400 bags of food on Tuesday and Wednesday.

Ability to lift 50 lbs is helpful but not required. Good eye for spatial organization, the ability to make commonsense decisions, and passion for food justice and emergency food assistance is helpful!

Food distributor: Assist in manning our food pantry each week to distribute 8,000-12,000 lbs of food to over 400 refugee and immigrant families. Check families in at the front door, hand out and call numbers, socialize with families while they are waiting in line, and ensure that food is fairly and appropriately distributed.
- ❖ Requirements: Must be reliable and available on food pantry days.

1.3. Case Management: Housing & Donations Intern

(New Haven and Hartford positions available)

- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 12--15
- ❖ Days/times preferred: Flexible
- ❖ Duties: Assist with preparing apartment set-ups for upcoming refugee arrivals. This includes moving furniture into the apartments as well as unpacking household goods to make a warm home for the newly arriving families. Ensure that each newly arrived refugee has received everything from the R&P (Reception and Placement) housing checklist. Work with H&D coordinators to properly fill out R&P Home Supply/Home Safety checklists for each newly arrived household. Occasionally accompany H&D coordinators to pick up donations around the community.
- ❖ Requirements: Ability to lift 25 lbs with ease alone and more with a partner. Access to a car and willingness to transport volunteers/items to housing set-ups is a plus. Interns also help to receive and sort incoming donations to maintain an organized storage warehouse.

1.4. Case Management: Reception and Placement-Community Orientation Intern

- ❖ Number of positions per semester: 1-2
- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 10 minimum (15+ preferred)
- ❖ Days/times preferred: 5-hour blocks of time Monday, Tuesday, Wednesday or Thursday.
- ❖ Duties: Teaching newcomer refugees to navigate the New Haven public bus system and how to utilize local resources. Intern will be responsible for accompanying and teaching every new family how to ride the bus and navigate between their homes and the IRIS office, downtown New Haven, Goodwill, the supermarket, and laundromats in their neighborhood. Give brief instructional sessions on using the bus, how to shop at the grocery store and look for the lowest price, how to use the laundromat, how to use an ATM, and how to make a money order. Help instruct refugees on pedestrian and bus safety in the New Haven, CT. Some tasks from the Resettlement internship (see below) may also be assigned, depending on needs and priorities
- ❖ Requirements: The intern should be friendly and have an inclination towards teaching and modeling how to interact in the local community. The candidate does not have to have a working knowledge of the local bus system but should have the willingness to research and learn the bus system quickly. Bus passes will be provided to volunteers/interns. If the candidate has a car and is willing to drive clients for other tasks, that is a bonus and could be used in some situations; mileage will be compensated.

1.5. Case Management: Reception and Placement-Resettlement Intern

- ❖ Number of positions per semester: 1-2
- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 15-20 minimum, up to 35
- ❖ Days/times preferred: Must be available to start work at 7am or 8am two days/week for Social Security and DSS visits. Days flexible.
- ❖ Duties: Assist clients during their first 90 days in New Haven, during their “Reception & Placement” or “R&P” period. Advocate for clients with outside agencies to provide basic R&P
- ❖ Core Services:
 1. Social Security (SSA) Office visits – preparing the applications and necessary paperwork; coordinating with clients and staff to ensure that clients attend the SSA visit; accompanying clients through the visit at SSA; documenting the visit and outcomes through case notes (which can be done off-site).
 - Department of Social Service Office visits – preparing the applications and necessary paperwork; coordinating with clients and staff to ensure that clients attend the DSS visit; accompanying clients

through the visit (and advocating for them!); documenting the visit and outcomes through case notes and spreadsheet updates.

Preparing paperwork before a new family arrives (creating the temporary folder and permanent file for each family)

Gather winter coats for each new arriving family. Assist families to exchange winter coats if the ones provided do not fit.

Purchase (with IRIS credit card) and set up groceries in apartments for families before they arrive

Teach clients how to use their EBT card at a local bank

Teach clients how to make a money order to pay their rent

Assist clients in applying for a free government phone

Other tasks as deemed necessary by the R&P Manager, R&P Case Managers, and Case Management assistant

❖ Requirements: Volunteer with a vehicle who is willing to transport clients strongly preferred, but not required (gas mileage is reimbursed)! If volunteer does not have access to a car, must be independently mobile (by bike or bus). Organized, task-oriented, focused; able to complete the role with minimal supervision and guidance; willing to communicate with clients; willing to report back to supervisor to ensure the perfection of applications and follow up on these core services. Proficiency in Arabic, Turkish, Spanish, Kiswahili, Pashto and/or Dari is a huge asset!

1.6. Case Management: NHURPP New Haven Universal Rep Pilot Project - Social Services Intern

❖ Hours per week needed: 10

❖ Commitment: 3 months minimum

❖ Days/times preferred: Flexible

❖ Supervisor: IRIS Case Manager

❖ Duties: Work independently (with supervision), to conduct research for a project involving resource mapping for undocumented / low-income clients.

Administrative tasks include researching facilities, assisting clients in filling out forms, calling Access Health CT, registering clients for Yale Free Care, & (On occasion and when appropriate), accompany clients to their medical appointments

Research institutions that would serve client's needs, who have varying immigration status and insurance coverage

Communicate with medical professionals on the phone and in person as an advocate for clients. A health background is not necessary, but certainly helpful.

❖ Preferred Skills:

-Ability to work independently on a specific project

-Be a creative and resourceful problem solver for the complex issues facing clients at the intersection between immigration status and health

- Must have strong interpersonal and communication skills and be comfortable meeting and assisting clients on your own.
- Knowledge of the immigration system is a plus.
- Having a car and a willingness to occasionally drive clients is a plus but not required.
- Spanish speakers are a plus.
- Experience and skill in design is a plus.

2. Community Engagement Department

2.1. Community Engagement: Development Intern

- ❖ Hours per week needed: 10-15
- ❖ Commitment: 3 months minimum
- ❖ Days/times preferred: Flexible (The IRIS work week is M-F 9am-5pm)
- ❖ Duties: Assist the Community Engagement staff with a variety of tasks, including research projects to identify potential donors and grant opportunities; participating in event planning including fundraising dinners and the annual IRIS Run for Refugees in February; thank you note processing and filing; and additional activities.
- ❖ Requirements: Must be detail-oriented, well-organized, and familiar with manipulating spreadsheets.

2.2. Community Engagement: Data Collection and Impact Analysis Intern

- ❖ Commitment: 3 months minimum
- ❖ Hours per week required: 5-10
- ❖ Duties:
 - Work with the Grants & Donor Relations Manager to understand and plan for upcoming donor reporting requirements
 - Meet with key program staff on a regular basis, understand what new program data is being produced and collected (e.g., program attendance records, English language test scores, etc.)
 - Review data produced by program teams, ensuring quality and completeness
 - Record additional data needed by foundations and private donors

Reporting & analysis duties (2-3 hours per week):

Work with the Grants & Donor Relations Manager to generate narrative text from the data collected to be included in donor reporting as needed

Support the Senior Advisor for Strategy & Impact to aggregate data and develop key insights and take-aways from the data collected

Template development (as needed):

In collaboration with Grants & Donor Relations Manager, refine templates and forms for data collection

❖ Skill sets required: Fluency with MS Excel, Google Sheets, and MS Word. Use of other database software and programs ideal. Strong writing and communications skills. Ability to liaise effectively with a broad range of staff and volunteers.

2.3. Community Engagement: Communication Intern

❖ Commitment: 3 months minimum

❖ Hours per week required: 10-20

❖ Days/times preferred: Mondays through Thursdays, flexible scheduling

❖ Duties: Assist the Community Engagement staff with a variety of tasks including but not limited to pursuing local, state-wide, and national media opportunities (newspapers, tv, radio); writing press releases; developing promotion strategies; maintaining social media presence and tracking analytics; helping craft language for email newsletters; tracking media hits and developing and maintaining a comprehensive media lists; and creating infographics and charts to highlight our research and analysis.

❖ Requirements: Excellent writing, research, and communication skills. Ability to work independently. Must be detail-oriented and well-organized.

2.4. Community Engagement: Human Resources and Volunteer Coordination Intern

❖ Commitment: 3 months minimum

❖ Hours per week needed: 10-20

❖ Days/times preferred: 3 days a week, flexible scheduling

❖ Duties: Help IRIS select and train a team of qualified, dedicated volunteers and interns to serve refugees and staff. Assist intern and volunteer applicants through the process from initial contact

to their first day of service and beyond, including: responding in a timely manner to all volunteer and intern applicants and capturing their information on master spreadsheet; scheduling intern and volunteer interviews and assisting in the interview; completing reference checks and securing background checks; scheduling, attending and assisting in orientations; sending follow-up emails and materials; updating intern/volunteer schedules and contact lists; and supporting existing volunteers and interns with relevant training and development workshops. Update volunteer and intern manual and training documentation.

❖ Requirements: Must be able to work independently. Excellent communication, organization, attention to detail, computer skills, cross-cultural experience, and a commitment to social justice required. Experience in cultural sensitivity education and anti-oppressive intergroup facilitation is a plus. Experience using Google Suite (Docs, Sheets, Forms, etc.) required.

2.5. Community Engagement: Photography Intern

❖ Commitment: 3 months minimum

❖ Hours per week needed: 2-6 hours

❖ Days/times preferred: Monday-Friday & some weekends, flexible scheduling

❖ Duties: IRIS is seeking a creative self-starter with photography skills to capture and document photos of IRIS programs, events, and our refugee clients. Should have basic knowledge of lighting and image editing. Video filming and editing skills a plus.

2.6. Community Engagement: CORE Cultural Orientation Intern

❖ Commitment: Flexible

❖ Hours per week needed: 10-15

❖ Days/times preferred: flexible scheduling

❖ Duties: Assist in the planning, preparation, and coordination of a monthly cultural orientation for new arrivals. Will help secure volunteers, child-care, meals, transportation, and interpretation. Will also assist the coordination and documentation of monthly client leadership meetings.

❖ Requirements: Must be able to work independently. Excellent communication, organization, attention to detail, computer skills, cross-cultural experience, and a commitment to social justice and advocacy required. Experience using Google Suite (Docs, Sheets, Forms, etc.) required.

2.7. Community Engagement: Videography Intern

- ❖ Number of positions per semester: 1
- ❖ English level required: Fluent speaking, reading, and writing skills
- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 2-8 hours
- ❖ Days/times preferred: Monday-Friday
- ❖ Supervisor: Community Engagement Specialist
- ❖ Duties: IRIS is seeking a creative self-starter to shoot short videos of IRIS events, programs & interviews to feature on Instagram and Facebook.
Requirements: Knowledge of video editing

2.8. Community Engagement: Event Planning Intern

- ❖ Number of positions per semester: 2-3
- ❖ English level required: Fluent speaking, reading, and writing skills
- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 2-8 hours
- ❖ Days/times preferred: Monday-Friday
- ❖ Supervisor: Community Engagement and Event Planning Specialist
- ❖ Duties: IRIS is seeking interns to assist in planning and promoting our biggest fundraiser of the year, the Run for Refugees. Duties include securing food & prize sponsors for the Run for Refugees after-party, delivering promo materials to local businesses, assistance with online promotion and outreach to runners & fundraisers.
- ❖ Requirements: Ability to multitask, excellent organizational skills

2.9. Community Engagement: Advocacy Intern

- ❖ Number of positions per semester: 1

- ❖ English level required: Advanced to fluent
- ❖ Supervisor: Director of Community Engagement
- ❖ Commitment: 6 months minimum
- ❖ Hours per week required: 15-20
- ❖ Days/times preferred: Mondays through Thursdays, flexible scheduling
- ❖ Duties: Assist the Community Engagement staff with a variety of tasks including research, monitoring, and tracking policy that impacts refugees at city, state, and national levels; participates in monthly conference calls with other advocates and helps community engagement team craft strategic advocacy campaigns; develop public education, policy advocacy, and active mobilization in the community.

2.10. Community Engagement: Community Co-sponsorship Program Intern

- ❖ Commitment: 3 months minimum
- ❖ Hours per week required: 15-20
- ❖ Days/times preferred: Mondays through Thursdays, flexible
- ❖ Duties: Community Co-Sponsorship is a program that allows community groups such as civic associations, churches, mosques, and synagogues to “sponsor” a refugee family in or near their own hometowns throughout Connecticut for the first six months to a year of their resettlement process. Some services are carried out by the co-sponsor and some are carried out by IRIS. Community Co-Sponsorship Program Intern is responsible for assisting with carrying out recruitment activities; keeping track of recruitment lists; ensuring that program materials are well-written and current; completing case management paperwork including pre-arrival materials for co-sponsors, Department of Social Services forms, and Social Security forms; helping case managers to collect, file, and catalog required documentation for case files; setting up trainings for large co-sponsorship groups, including setting up classroom, preparing written and other materials; occasionally accompanying co-sponsor staff members to meetings and other visits to co-sponsorship groups and families around Connecticut.

This internship will also involve providing technical assistance to the Program Manager and other IRIS Staff in creating networking and topic-specific training for co-sponsors, as well as supporting preparation efforts for national co-sponsorship program promotion through IRIS’s national and international partners.

- ❖ Requirements: Should be able to provide own transportation to various cities in Connecticut by train, bus, or personal car; excellent communication skills; proficiency in MS Office Suite and in GoogleDocs; web skills such as ability to update web content on a simple website interface highly preferred; ability to work independently on a set of tasks.

3. Education Department

3.1. Education: After School Music and Arts Program (IAS) Intern

- ❖ Number of volunteer positions available: 2-3
- ❖ English level required: Intermediate to fluent
- ❖ Hours per week needed: 6-25
- ❖ Days/times preferred: Monday-Friday, after school
- ❖ Commitment: 3 months minimum
- ❖ Supervisor: After-School Music & Arts Enrichment Program Director
- ❖ Requirements: An energetic and nurturing disposition. Enjoy spending time with middle school and high school youth aged 8-18. Basic understanding of child safety, activity facilitation, and supervising. Experience multitasking several varied tasks is a must. Flexible and open to a program that balances structured and unstructured time. Cultural sensitivity and cross-cultural skills are a plus, or the desire to learn. Experience with classroom management and building multifaceted programs is preferred. ESOL experience desirable.
- ❖ Duties: On a team, supervise and facilitate the logistical organization, care, and education (in music, art, and scholastics/homework assistance) of immigrant youth aged 8-18 from the New Haven region. Provide a language-rich environment and engage in age-appropriate activities. Follow a routine 2:00 - 5:00 pm rotating schedule of recess facilitation, tutoring and homework help, and individual as well as group music lessons (covering elementary to intermediate theory, piano, guitar, vocals, and choir). Knowledge of music or an instrument not necessary but a plus. Some knowledge of Spanish or Arabic a plus. A willingness to work with IRIS and program leadership in administrative roles such as curriculum building, logistical planning, budget management, and liaising. Ability to act as a representative of the IRIS Enrichment Program for Music & the Arts on formal occasions (including Monday staff meetings, if possible). Most of all, a disposition to having fun in a dynamic team passionate about teaching music and arts to IRIS youth!

3.2. Education: Education Services Intern

- ❖ Commitment: Full semester/4 months minimum

- ❖ Hours per week needed: minimum of 15
- ❖ Days/times preferred: Flexible, Mondays through Fridays
- ❖ Duties: Help register students for school and conduct follow up meetings with refugee students and their families. Facilitate bus orientations for newly registered students and their families. Help to facilitate communication between schools, parents, and IRIS.
- ❖ Requirements: Cross-cultural experience volunteer or work experience with youth. A driver with a car, willing to transport clients, is required.

3.3. Education: In-School and Student Support Intern

- ❖ Commitment: Full semester/4 months minimum
- ❖ Hours per week needed: Minimum of 15
- ❖ Days/times preferred: Flexible, Mondays through Fridays
- ❖ Duties: In school tutors provide academic support to students in grades K-12 in the New Haven Public Schools system. Tutors work with students inside and outside the classroom, individually and in small groups. Tutors work directly with educators, school staff, and IRIS staff to coordinate schedules and to help facilitate positive educational outcomes for students. In school tutors also work to bridge communication among schools, families, and IRIS in regard to student needs and opportunities for growth. With feedback and guidance from the various stakeholders, the in-school tutor will help connect individual students to extracurricular opportunities and support.
- ❖ Requirements: Cross-cultural experience and volunteer or work experience with youth. Strong communication skills necessary.

3.4. Education: Higher Education and Youth Leadership Service Intern

- ❖ Commitment: full semester/ 4 months minimum
- ❖ Hours per week needed: minimum of 15
- ❖ Days/times preferred: Flexible, Mondays through Fridays
- ❖ Duties: Become familiar with college and career preparation resources at local high schools with large client numbers. Encourage clients to take advantage of these resources or provide support if other resources are not available (personal statement editing, one-on-one college

searches, scholarship applications, arranging campus tours, etc.) Advise students on different kinds of campus cultures (commuter, live-on, large, small, public, private, liberal arts, research, etc.) Provide FAFSA completion and renewal support where necessary. Assist with the weekly planning and facilitation of the Youth Leadership Program. Provide program outreach and database maintenance.

❖ Requirements: Cross-cultural experience and volunteer or work experience with youth. Strong communication skills necessary.

3.5 Education: Community Education Intern

❖ Hours per week needed: 10-15

❖ Days/times preferred: flexible

❖ Commitment: 6 months minimum

❖ Duties: Assist the Community Engagement staff with a variety of tasks including anti-racist and anti-oppressive curriculum research and development; program data monitoring and tracking; and active mobilization in the community. Program management and workshop facilitation skills are a plus. Excellent interpersonal and cross-cultural communication skills required. Detail-oriented, a commitment to quality, and teamwork are essential.

3.6. Education: Family Literacy Early Education & Childcare Intern (Summer Only)

❖ Commitment: 3 months minimum

❖ Hours per week needed: 25 hours a week

❖ Days/times preferred: Monday to Friday, 9AM - 2PM

❖ Duties: Help enable mothers to go to an adjacent English class by leading a team of volunteers in the 3 months to 2-year-old children's classroom. Intern will create and maintain a safe, culturally sensitive childcare and learning environment. Assist in planning summer activities, preparing materials, maintaining a volunteer schedule spreadsheet, tracking attendance, writing program blog posts, and scheduling guests and class trips.

❖ Requirements: Must love working with children and demonstrate cultural sensitivity, cross-cultural communication skills, a willingness to learn with and from clients, as well as leadership skills. Experience in early education, preferably bicultural education is a must. Proficiency in

Google Sheets and the ability to communicate in one or more languages in addition to English (especially Kiswahili, Arabic, Dari, and Pashto) is a plus!

3.7. Education: Family Literacy Adult Education Intern (Summer Only)

- ❖ Number of positions per semester: 1
- ❖ English level required: Highly Proficient/ Fluent
- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 25 hours a week
- ❖ Days/times preferred: Monday to Friday 9AM - 2PM
- ❖ Duties: Co-facilitate ESOL classes for refugee mothers of young children. Opportunity to co-teach at preliterate (true beginner) level class or a low intermediate ESL class. For some women, this is their first time having a formal educational experience. With training from our ESOL teachers, help create engaging lesson plans and materials. Track attendance and progress. Elicit feedback from students and volunteers for program enhancements. Provide administrative support such as volunteer scheduling, feedback reporting, and assessment documentation.
- ❖ Requirements: Applicants should have language teaching experience, preferably CELTA, DELTA, TESOL, or EFL training. Teaching majors and candidates with cross-cultural education and group facilitation experience are encouraged to apply. Must be reliable and flexible to the needs of the program. A demonstrated cultural sensitivity, effective cross-cultural communication, and interpersonal skills are necessary. Proficiency in Google Sheets is a plus!

3.8. Education: Family Literacy Early Education & Pre-School Readiness Intern (Summer Only)

- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 25 hours a week
- ❖ Days/times preferred: Monday to Friday 9AM - 2PM
- ❖ Duties: Help enable mothers to go to an adjacent English class by leading a team of volunteers in the 2-year-old to 4-year-old children's classroom. Intern will create and maintain a safe, culturally sensitive childcare and learning environment. Guide volunteers and children through the daily schedule including free play, arts and crafts, literacy activities, music and movement, and other activities. Engage children with the English language and developmentally appropriate social

skills. Assist in planning summer activities, preparing materials, and scheduling guests and class trips. Maintain a childcare volunteer schedule spreadsheet, track attendance, write program blog posts, and prepare materials.

❖ Requirements: Must love working with children and demonstrate a willingness to learn with and from clients, as well as leadership skills. Experience in early education, preferably bicultural education is a must. Proficiency in Google Sheets and the ability to communicate in one or more languages in addition to English (especially Kiswahili, Arabic, Dari, and Pashto) is a plus!

3.9. Education: Children's Summer Learning Program Intern (Summer Only)

❖ Commitment: 2 months minimum, to begin early June through early-August

❖ Mode and location: In person, masked and socially distant, at a location to be determined in New Haven and/or Hartford, CT

❖ Hours per week needed: 15 – 30

❖ Days/times preferred: Monday through Friday, 8:30am – 1pm with additional hours according to intern's availability

❖ Program description: Summer Learning Program interns will assist with the coordination of daily programming for refugee and immigrant students who are enrolled in the IRIS Summer Learning Program (SLP). The students are part of a program serving approximately 200 students overall between the ages of 4 and 18. The students will usually be divided into separate age and level appropriate groups to promote academic and social success. SLP interns assist in all levels of program implementation, from activity planning and outreach in the weeks leading up to the program, daily coordination during the program, and data collection and cleanup in the week after the program ends. Interns work as a part of a team alongside SLP teachers and IRIS education staff and volunteers.

❖ Requirements: Interns must have prior teaching experience and have spent time working in a classroom with children or must have significant experience communicating effectively with and working alongside English language learners. Interns must be willing to conduct outreach over the phone to immigrant families, sometimes using an interpreter. Interns should have a commitment to anti-racism. We hope to attract interns who identify with groups who have been historically underrepresented in the nonprofit sector and who are excited about working alongside refugee and immigrant youth to navigate their identities in a multiracial and multicultural learning environment. Additional language skills in Pashto, Dari, Swahili, and Spanish are especially helpful though not required.

❖ Duties: Interns will assist with at least one of the following areas of program coordination:

Data management and attendance: Work alongside IRIS staff to familiarize yourself with education spreadsheets and create SLP outreach list, student classroom lists, classroom schedules, and attendance tracking sheets. Update regularly as students are registered for the program. Communicate regularly with IRIS staff and SLP teachers to give estimates of expected attendees and to identify gaps in outreach. Once the program begins, you will be stationed every day at the entrance of the SLP program to greet families, conduct COVID safety protocols, and check them in for the day, including taking attendance. Throughout the program, regularly identify which families are not yet attending or have stopped attending and alert IRIS staff and SLP outreach intern to conduct extra outreach to those families. After the program ends, aggregate attendance and other tracked data to make a small report about the program's successes and limitations and lessons learned for the next summer.

Outreach, registration, and student retention: Serve as the primary outreach specialist to reach out to and register 70+ immigrant families for SLP. Conduct outreach over the phone and, when necessary, reach out to volunteer interpreters and schedule their help to reach out to families who speak beginner English. Coordinate with IRIS staff and interns to assist you with outreach to particular families as needed. Ensure that every eligible family receives enough information about the SLP program in their preferred language to decide whether to participate. For those who choose to participate, help them register for the program, receive bus passes, and learn how to ride the bus to the program (including meeting families at their homes and teaching them how to ride the bus to and from the SLP location, as needed). Throughout the program, work with the data management intern and IRIS staff to identify registered families who are not attending and reach out and offer support to those families to help them attend.

Enrichment activity planning: Identify potential enrichment activities and guest enrichment partners for the SLP program in areas such as art, STEM, music, physical activities, and environmental education. Reach out to guest partners or organizations and work together to plan activities based on their expertise and SLP students' interests, needs, and age-level appropriateness. Make and maintain a calendar of activities and contact list of enrichment partners. Throughout the program, check in regularly with any upcoming enrichment partners and with SLP teachers and students to prepare them for the activities. Assist in coordinating activities on the day of to ensure they go smoothly. Follow up with guests, teachers and students to get feedback to help guide future activities.

Note: For interns who are also excited about working directly with students, there are opportunities to add to your duties above and to serve in an SLP classroom and/or as a youth mentor in IRIS's summer youth leadership program (for high school immigrant students) on weekday afternoons. However, interns will generally need to commit to one of the three sets of duties above as their main responsibilities. If your primary interest is in serving in an SLP classroom directly with students, please check out the "Children's Summer Learning Program volunteer" role listed on the IRIS volunteer opportunities page.

3.10. Education: Family Literacy Community Access Intern (Summer Only)

- ❖ Commitment: 3 months minimum
- ❖ Hours per week needed: 15 hours a week
- ❖ Days/times preferred: at least 3 days a week, Monday to Friday 9AM - 2PM
- ❖ Duties: Provide refugee women the empowering skill of navigating New Haven public transportation. Many clients do not yet have drivers licenses so this internship is an essential role that enables them to accept job opportunities, attend Mother & Child English class, or take their children to school. Interns are paired with clients and assist them in mapping out and utilizing the bus system. They ensure that clients get to English class safely and on time. Includes opportunities to help in the IRIS office as needed during class time.
- ❖ Requirements: Knowledge of bus systems preferred, but will be trained. Must enjoy being around mothers and young children (under 5 years old). Ability to communicate in one or more languages in addition to English (especially Kiswahili, Arabic, Dari, and Pashto) is a plus!

3.11. Education: Community Navigator Intern

- ❖ Number of positions per semester: 2
- ❖ English level required: Intermediate +
- ❖ Commitment: 3 month minimum
- ❖ Hours per week needed: 15 hours a week
- ❖ Days/times preferred: at least 3 days a week, Monday to Friday 9AM - 2PM
- ❖ Supervisor: Family Literacy Program Manager
- ❖ Duties: Provide women the empowering skill of navigating New Haven public transportation. Many clients do not yet have driver's licenses, so this internship is an important role that enables them to accept job opportunities, attend English class, go to appointments, or take their children to school when the school bus is missed. Reach out to clients via phone. Map routes and create picture direction packets. Meet clients at the starting destination. Provide a bus orientation while traveling with them via bus to and often back from the target location. Includes opportunities to help in the IRIS office as needed, at the Summer Learning Program site, or at the IRIS garden. Bus passes will be provided.
- ❖ Requirements: Knowledge of bus systems preferred. Must have strong interpersonal skills and cross-cultural communication skills and be comfortable calling, meeting, and assisting IRIS

clients on one's own. Must enjoy being around mothers and young children (under 5 years old). Ability to communicate in languages in addition to English (especially Dari, Pashto, and Kiswahili) is a plus, but volunteer phone interpreters are available.

4. Employment Department

4.1. Employment: Employment Services Intern

- ❖ Commitment: 3 months minimum, 4 months preferred
- ❖ Hours per week needed: 15-20 hours
- ❖ Days/times preferred: Tuesday - Thursday, mid/late morning to end of day
- ❖ Duties: The work may include but is not limited to developing skills assessments, resume building, assisting refugees with online applications, and interviews. Interns log case notes and maintain employment databases. Helping a client find and secure their first job, or a job upgrade, allows refugees the opportunity to become financially independent, find fulfillment with their skill sets, and build upon their goals and dreams. The ability to build trusting, productive relationships with refugees is a key skill.
- ❖ Requirements: A driver with a car willing to drive clients is strongly preferred. Experience with cross-cultural communication, anti-oppressive practices, and language skills in one of our clients' languages (listed at the top of this document) is also desired.

5. Legal Department

5.1. Legal: Legal Intern

- ❖ Hours per week needed: Full Time
- ❖ Commitment: 2-3 months minimum

❖ Duties: Assisting IRIS attorneys in their work on asylum cases for the Afghan parolees whom IRIS resettled over the past few months. Many of the Afghan parolees, whose status in the U.S. is only temporary, will want to file for asylum to make their status permanent. Summer interns will help attorneys by communicating with clients, drafting their declarations, and compiling country conditions for their cases, among other tasks. Summer interns may also be asked to assist in other work of the department, such as consular processing for IRIS clients (the process by which the beneficiary of an approved family petition secures a visa to come to the U.S.), conducting intakes, or returning phone calls. Although there will be some flexibility to work remotely, summer interns should be available to work in IRIS's New Haven office regularly.

❖ Reports to: Director of Immigration Legal Services