



IRIS Advancement Pathways (IAP) Higher Education Counseling Intern

Department: IRIS Advancement Pathways (IAP) / DSS-LEP Program

Location: Hybrid, Greater New Haven and Greater Hartford (*Interns must be willing and able to travel between IRIS's New Haven and Hartford locations as needed*)

Start Date: September 2026 (*flexible*)

End Date: May 2026 (*flexible*)

Time Commitment: part time, 15-20 hours per week

Supervisor: IAP Program Manager or designated Education staff member

Compensation: This is an **unpaid internship**. Students may be able to receive academic credit depending on their institution.

About the Role

Proficient adult clients who are exploring higher education, training, certification, adult education, GED, or other postsecondary pathways. The intern helps clients understand available education options, organize application materials, research programs, and prepare for next steps under staff supervision.

IRIS Advancement Pathways is IRIS's DSS-funded program supporting eligible Limited English Proficient adults with education, English language learning, employment navigation, referrals, and individualized planning to reduce barriers to self-sufficiency.

This is a supportive, learning-focused role. The intern will not independently advise clients on financial aid, immigration-related eligibility, or make decisions on behalf of clients.



Key Responsibilities

- Assist clients with exploring higher education, adult education, GED, ESOL, certificate, vocational training, and other postsecondary options.
- Help clients research colleges, community colleges, training programs, certification programs, and career pathway opportunities.
- Support clients with organizing application materials, deadlines, program requirements, transcripts, and other documentation.
- Assist with basic application support under staff guidance, including helping clients understand forms, gather required information, and prepare questions for schools or training providers.
- Help clients identify placement testing, English language requirements, prerequisite courses, and program entry requirements.
- Support clients in preparing for meetings with college admissions staff, adult education providers, training programs, or workforce partners.
- Help maintain resource lists for local colleges, adult education programs, GED programs, training providers, scholarship resources, and student support services.
- Assist with workshops or information sessions on higher education pathways, adult education, college readiness, financial planning for education, and career-connected training options.
- Document client interactions, referrals, follow-up activities, and education pathway updates as directed by staff.
- Coordinate with the Intake, Data & Referral Specialist, Workforce Navigator, ESOL staff, and community partners to support client education goals.
- Participate in team meetings and check-ins as appropriate.
- Perform other related administrative duties as assigned.

Qualifications

- Current student, recent graduate, or individual seeking experience in higher education, counseling, education, social work, human services, workforce development, nonprofit services, public administration, or a related field.
- Strong communication, organization, and attention to detail.



- Comfort researching education and training programs and explaining information clearly to clients.
- Comfort using Microsoft Office, Google Workspace, spreadsheets, databases, and online research tools.
- Interest in working with immigrant and refugee communities.
- Ability to maintain confidentiality and professionalism.
- Ability to work independently and as part of a team.
- Willingness and ability to travel between New Haven and Hartford as needed for program activities.
- Bilingual or multilingual skills are helpful but not required.

Learning Opportunities

The intern/volunteer will gain practical experience in higher education counseling, adult education navigation, refugee and immigrant services, workforce-connected education pathways, client support, resource mapping, nonprofit program operations, and cross-cultural communication.

Supervision

The intern will work under the supervision of the IAP Program Manager or designated Education staff member and will receive training, coaching, and feedback throughout the internship placement.

Role Boundaries

The intern will not independently manage a caseload, provide legal advice, make immigration-related eligibility determinations, make benefits determinations, provide clinical counseling, or independently advise clients on financial aid decisions. Staff remain responsible for final guidance, referrals, documentation, and service planning.
