



IRIS Advanced Pathways (IAP) Intake, Data & Referral Intern

Department: IRIS Advanced 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.

Supervisor: Intake, Data & Referral Specialist

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

About the Role

The IAP Intake, Data & Referral Intern supports the Intake, Data & Referral Specialist with client intake, appointment scheduling, data entry, documentation, and basic referral follow-up. The intern helps ensure that clients are welcomed, contacted, documented, and connected to the appropriate next steps in a timely and organized way.

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.

The intern will gain practical experience in client intake, refugee and immigrant services, nonprofit administration, data entry, referral systems, confidentiality, community resource navigation, and cross-cultural communication.

This is a supportive, learning-focused role. The intern will work under close supervision and will not make eligibility decisions or manage cases independently.

Key Responsibilities

- **Intake & Client Support**



- Welcome clients in person, by phone, or virtually in a professional and culturally responsive manner.
 - Assist with scheduling intake appointments and sending reminders.
 - Help clients complete basic forms and gather required documents, under staff guidance.
 - Organize intake packets and help maintain client files.
 - Flag missing information or client needs to the Intake, Data & Referral Specialist.
- **Data and Administrative Support**
 - Enter client information into approved databases, spreadsheets, or tracking systems under staff supervision.
 - Scan, upload, and organize client documents.
 - Update referral logs, outreach records, and client status trackers.
 - Assist with maintaining accurate files and program records.
 - Help compile basic information for program tracking and reporting.
- **Information and Referral Support**
 - Provide general information about IRIS services and community resources, under staff guidance.
 - Help connect clients with appropriate IRIS staff or partner organizations.
 - Assist with follow-up calls, texts, or emails to confirm appointments.
 - Document completed follow-up activities as directed by staff.
- **Program Support**
 - Assist with preparing materials for orientations, workshops, outreach events, or information sessions.
 - Help maintain resource lists and informational materials.
 - Provide language support when appropriate and approved by staff.
 - Participate in team meetings or check-ins as needed.
 - Perform other related administrative duties as assigned.

Qualifications



- Current student, recent graduate, or individual seeking experience in social services, nonprofit management, public health, education, social work, workforce development, or a related field.
- Strong communication and interpersonal skills.
- Strong attention to detail and organizational skills.
- Comfort using Microsoft Office, Google Workspace, spreadsheets, and/or databases.
- Ability to maintain confidentiality and professionalism.
- Interest in working with immigrant and refugee communities.
- 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.

Supervision

The intern will work under the direct supervision of the Intake, Data & Referral Specialist and will receive training, coaching, and feedback throughout the internship.

Role Boundaries

The intern will not independently determine eligibility, provide legal advice, provide clinical counseling, make benefits determinations, or manage a caseload independently.