



IRIS Advanced Pathways (IAP) Workforce Navigation 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: Workforce Navigator

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

About the Role

The IAP Workforce Navigation Intern supports the Workforce Navigator with employment readiness, job search assistance, career pathway research, employer and training resource tracking, and basic documentation. The intern helps clients prepare for employment through resume support, interview preparation, job search activities, and follow-up 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.

The intern will gain practical experience in workforce development, refugee and immigrant services, employment navigation, job readiness support, employer engagement, data tracking, nonprofit program operations, and cross-cultural communication.

This is a supportive, learning-focused role. The intern will not independently manage clients, make employment decisions, or serve as the primary contact with employers.

Key Responsibilities

- Assist clients with basic resume preparation, interview practice, job search activities, and online applications under staff guidance.
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- Help clients understand basic U.S. workplace expectations, including punctuality, communication, attendance, and professional conduct.
- Research training programs, certification opportunities, adult education options, workforce partners, local employers, and job opportunities.
- Help maintain employer, training provider, job opportunity, and workforce partner lists.
- Assist with preparing materials for job readiness workshops, career navigation sessions, job fairs, mock interviews, or workforce events.
- Support scheduling and follow-up communication as directed by the Workforce Navigator.
- Enter or update client employment activity notes, tracking spreadsheets, and program records under staff supervision.
- Help track resumes completed, applications submitted, interviews scheduled, placements, and follow-up activities.
- Participate in team meetings and check-ins as appropriate.
- Coordinate with the Intake, Data & Referral Specialist when clients are referred into employment services.
- Perform other related administrative duties as assigned.

Qualifications

- Current student, recent graduate, or individual seeking experience in workforce development, social services, nonprofit management, public administration, education, social work, human services, or a related field.
 - Strong communication, organization, and attention to detail.
 - Comfort using Microsoft Office, Google Workspace, spreadsheets, and online job search 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.
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- Bilingual or multilingual skills are helpful but not required.

Supervision

The intern will work under the direct supervision of the Workforce Navigator and will receive training, coaching, and feedback throughout the internship.

Role Boundaries

The intern will not independently manage a caseload, make employment placement decisions, negotiate with employers on behalf of clients, provide legal advice, provide clinical counseling, or make benefits determinations.