

# Information & Referral Services Specialist Internship (Unpaid) 2021 Summer Position

**Job:** Information & Referral Services Specialist Summer Position (Unpaid)

**Reports to:** Client Services & Volunteer Manager, Erica Brierley

**Duration:** Mid-May to Early September, exact start and end dates flexible

**Hours:** 16 hours/week between Monday-Friday 9am-5pm

**Position Summary:** The Information & Referral Services Specialist position is a part time unpaid internship position over the summer that implements and oversees the agency’s Information & Referral Program. This position responsibilities will be shared between 2 interns. Both will have the opportunity to provide direct services to clients, supervise volunteers, and contribute to program management.

**Covid-19:** This position will be a combination of remote and in-person. If there are concerns about in-person due to COVID-19, we are open for negotiation.

**Position spots available:** 2

## Position Information

Position Title	Information and Referral Services Specialist
Brief Position Description	<p>The Information and Referral Services Specialist oversees and assists with daily operation of the Information and Referral Program at Compass Center. This program helps provide clients with referrals for services available in our community for a wide variety of concerns. Clients who call or come to the center during business hours are connected to resources available at Compass Center, as well as providing referrals to services like food pantry, healthcare, attorney, and mental health service referrals that we don’t directly provide. This position works directly with clients to access and meet their needs and supervises Information and Referral Volunteers (I&amp;R Volunteers) work with the Information and Referral Program. The Information and Referral Services Specialist works with the Client Services &amp; Volunteer Manager to ensure that referrals are accurately tracked in our database and that resource information is regularly updated and shared with volunteers.</p> <p>The Information and Referral Services Specialist works with our Self-Sufficiency Program Director to sign clients up for Compass Center’s legal services, and is responsible for assisting to ensure proper documentation of client services and evaluations for multiple Compass Center programs. The Information and Referral Services Specialist also has the opportunity to work collaboratively to plan and execute outreach activities to help increase community awareness of the Information and Referral and Self-Sufficiency services available at Compass Center. Additional administrative and development-related tasks may also be assigned.</p>

## Position Description

<b>Mission &amp; Vision Statements:</b>	<p>Mission: Compass Center helps all people navigate their journey to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. Our services include career and financial education, domestic violence crisis and prevention programs, assistance with legal resources, and youth health programs.</p>
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	<p>Services: Compass Center works with individuals to empower them to navigate a transition in their lives. We work with people on an individual basis to help them determine their options. We are dedicated to being an anti-racist organization. All services are confidential and are provided to all regardless of race, economic status, religion, ethnic group, sexual orientation veteran status, gender identity or expression.</p> <p>Our programs include:  Information and Referral Services, Financial Literacy Education, Career Exploration and Preparedness, Legal Information Services, Community Education and Adolescent Empowerment Programs, and Domestic Violence Crisis Services.</p>
<b>Position Goals/Objectives:</b>	<ol style="list-style-type: none"> <li>1. Oversee the Information and Referral Program including the daily supervision and scheduling of I&amp;R volunteers and direct services to clients; help train volunteers.</li> <li>2. Maintain client and resource database.</li> <li>3. Assist with the screening and scheduling for Compass Center Self-Sufficiency Services.</li> </ol>
<b>Preferred skills:</b>	<ol style="list-style-type: none"> <li>1. Experience working with the public and customer service skills.</li> <li>2. Problem solving and online research skills.</li> <li>3. Positive demeanor and interest in learning.</li> <li>4. Some experience and/or comfort supervising others.</li> <li>5. Spanish or Asian language-speakers strongly encouraged to apply.</li> </ol>
<b>Preferred interests</b>	<ol style="list-style-type: none"> <li>1. Gender equity and racial and economic justice</li> <li>2. Volunteer supervision</li> <li>3. Working with a team to accomplish goals</li> </ol>
<b>Physical Requirements of Position</b>	<p>Lifting up to 15 lbs; ability to sit for long stretches of time and use a computer.</p>
<b>Schedule:</b>	<p><i>Serve for approximately 16 hours/week for 12-16 weeks. On each scheduled day, this position will receive a 30-minute lunch break. This position requires availability to attend the 23 hours of I&amp;R training scheduled in the month of June. This position schedule typically operates Mondays-Fridays, but we can negotiate. This position can take days off from service, please let us know in advance of these dates.</i></p>

<p><b>Long Format Position Tasks &amp; Duties:</b></p>	<p><b>Example:</b>  <i>Information and Referral Program</i></p> <ul style="list-style-type: none"> <li>● Oversee all aspects of the Information and Referral Program including supervision and scheduling of Information and Referral volunteers.</li> <li>● Take shifts answering Compass Center’s office line.</li> <li>● Supervise and support volunteers taking office line and resource gathering shifts.</li> <li>● Provide direct services to clients including greeting, assessment of needs, active listening, referral and connection to community resources, triage into Compass Center programs and follow-up.</li> <li>● Ensure proper documentation of all client contacts into the database.</li> <li>● Determine client follow-up needs and direct this work.</li> <li>● Develop and implement protocols and procedures to benefit the program.</li> <li>● Assist with updating referral sources.</li> <li>● Complete monthly report for the Board of Directors detailing program accomplishments.</li> <li>● Create weekly updates for Information and Referral Volunteers detailing agency updates, accomplishments, procedure reminders and protocol changes.</li> <li>● Assist with outreach to recruit new clients.</li> </ul> <p><i>Diaper Program</i></p> <ul style="list-style-type: none"> <li>● Oversee all aspects of the Diaper Program including the ordering of products, supervision and scheduling of volunteers, and distribution to clients.</li> <li>● Ensure proper documentation of all client contacts into the database.</li> <li>● Determine client follow-up needs and direct this work.</li> <li>● Develop and implement protocols and procedures to benefit the program.</li> <li>● Connect clients to other Compass Center services.</li> </ul> <p><i>Self-Sufficiency Services Support</i></p> <ul style="list-style-type: none"> <li>● Assist with entry of evaluation data into the client database for tracking and analysis purposes.</li> <li>● Conduct client appointment reminder and follow-up calls.</li> <li>● Assist with outreach to recruit new clients.</li> </ul>
<p><b>Dress code:</b></p>	<p>Business casual.</p>

**Non-Discrimination Policy**

*Compass Center is committed to equal employment opportunities for all qualified persons without regard to race, color, ancestry, national origin, gender, gender identity or expression, partnership status, sexual orientation, physical handicap, medical consideration, political affiliation, or age.*