IN PERSON | **REMOTE** | **HYBRID**

**’21- ‘22**

**Brief description of your organization and department**

Here at Nationalities Service Center (NSC), we believe that immigrants and refugees are a critical part of the fabric of life in the United States, and it is our vision that all immigrants and refugees achieve a life of dignity, safety, stability, sustainable opportunities and meaningful connections to their communities. To this end, NSC provides comprehensive services to immigrants and refugees, including legal protections, community integration, access to health and wellness services, and opportunities to achieve English language proficiency. Our dedicated staff are committed to ensuring that each of our clients receives high-quality holistic care and work together to refer clients to internal and external services based on the individual’s needs.

The Employment Readiness and Placement Program works with refugees and other immigrants with a humanitarian based status in the US to achieve self-sufficiency through employment. The ERP team provides case management, job placement, career coaching and ESL services to support clients employment based goals.

**Position Title**

ERP Case Management Intern

**Overview of the position**

ERP CM Interns will support case management and ESL services.

**Specific Duties**

1. Review intake documents with clients and obtain needed signatures over the phone and via video chat
2. Assist clients with completing public benefit applications over the phone or via video chat
3. Facilitate ESL classes and small group ESL tutoring via video chat
4. Train clients on using Zoom and other digital learning platforms over the phone and via videochat

**Qualifications**

Fluency in a second language preferred

Education focused on social services, psychology, social work, or international/global studies preferred

**Preferred hours, times of day, number of hours per week (may not exceed 12 hours)**

Monday-Friday 9-5, 12 hours per week