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# **Refugee Resettlement Program Intern**

**Department:** Refugee Resettlement

Supervisors: Dan Torma

Time Commitment Required: By Semester

### **Responsibilities:**

- File program documentation into refugee client case files
- Accompany case managers on home visits and airport pick-ups when available.
- Calling clients/making appointments for case managers.
- Researching new housing availabilities for incoming refugee clients
- Make medical or social service appointments for clients
- As needed, fill gaps at the Refugee Resettlement Reception Desk
- As needed, assist in donation room and with housing set-ups

## **Opportunities:**

- Learn the 90 day process for refugee resettlement
- Learn the available benefits for new arriving clients
- Learn how to develop and maintain client case files
- Work in a multi-cultural, professional non-profit environment

## **Applicant Qualification Requirements:**

- Strong data entry skills preferred
- Able to work effectively in a fast paced environment
- Must possess effective verbal, written, de-escalation, and interpersonal skills
- Able to work as part of a team
- Demonstrated commitment to immigrant rights and willingness to support IIA's mission, vision and values
- Commitment to working in a diverse working environment
- Fluent in English
- Strong organizational skills and ability to work independently
- Proficiency in Microsoft Suite
- Applicants with additional languages are strongly encouraged to apply

### To Apply:

While all internships are unpaid, the program is competitive. To submit your resume for consideration or for additional information, please email Kevin Walter, Volunteer Coordinator kevin.walter@iiakron.org

The International Institute of Akron (IIA) is an equal opportunity employer committed to diversity. It is the policy of IIA to comply with all applicable federal, state, and local laws prohibiting employment discrimination. IIA is committed to providing a work environment free from discrimination and harassment. IIA does not discriminate on the basis of race, color, sex, marital status, sexual orientation, gender identity, veteran status, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental or physical disability. We encourage applications from people of color, immigrants, women, people with disabilities, members of the LGBT community and other minority groups.