Position Description

**Title**: Human Services Intern, Fall 2018

**Location**: Wilkes

Do you have a passion for making a difference in someone’s life? Are you looking for an opportunity to use your background and empathetic nature to work for a progressive, forward-thinking and family-owned company where creativity is encouraged?

We are seeking a dynamic, team-oriented and caring intern that is in a four-year undergraduate degree program or a recent college graduate to join our spirited team. The length of the internship is 15-20 hours per week for 12-15 weeks. As an intern, you will have the opportunity to play an active role in workforce development at one of EDSI’s program offices. You will be paired with a mentor in your assigned office and work on projects and learning goals that are meaningful to you.

**Required Experience**

* Ability to be highly organized and detail-oriented, follow deadlines, juggle multiple tasks, take initiative and manage personal workload
* Strong interpersonal skills and a passion for helping others
* Excellent computer skills and knowledge of Excel, Word and PowerPoint
* Ability to prioritize tasks and document visits and contacts
* Demonstrated telephone, computer and written communication skills
* Ability to maintain flexibility as needs of contract or contractor require
* Customer service experience preferred

Scope of Position

* To provide support and assistance to program participants in all areas related to gaining and/or retaining employment and career advancement
* Due to the dynamics of working with individuals, this position necessitates an individual who is comfortable working in an environment that is constantly evolving
* This position requires an organized individual who can efficiently handle several responsibilities simultaneously

**Essential Functions**

* Assist in the preparation and reviewing of reports (Extended TANF, cash closing, activity change, countdown to placement report, etc.)
* Create solutions to participant attendance problems
* Oversee participant activities and assist with coordination of workshop schedules
* Provide consistent and comprehensive case management and follow-up
* Provide individualized assessment of work, family and personal development needs and opportunities
* Provide referrals to appropriate community service or social service agencies when needed
* Coordinate participant retention services and accommodate participant work schedules
* Document all participant contacts and activities in case notes and ensure that post-placement contacts are made as required by specific contract
* Share information with appropriate staff and/or funding agencies
* Maintain participant files as specified by contractor
* Build a professional one-on-one working relationship with participants to aid in eliminating challenges that are hindrances to obtaining and retaining employment. This includes: assessment, individualized attention and coordination.
* Ensure participants follow through with planned activities and required hours as outlined in contract with funding agency
* Ensure that positive outcomes and goals are met as required by contract
* Attend weekly DST meetings to ensure updates are made to proper agencies regarding participants
* Coordinate weekly voluntary group meetings with participants to discuss barriers and concerns

Bring your expertise to EDSI where you will be able to live our values every day: show up, smile and support!