



Refugee Cash Assistance & Refugee Support Services (RCA/RSS) Intern

Nashville International Center for Empowerment, established in 2005, is a nonprofit 501(c)(3) ethnic community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. The Workforce Development Intern will report to the Occupational Specialist and will work closely with education program staff.

Title of Position: Refugee Cash Assistance & Refugee Support Services (RCA/RSS) Intern

Internship Period: January - May 2022

Purpose: The Refugee Cash Assistance (RCA) and Refugee Support Services (RSS) intern will report to the RCA and RSS Specialists. Tennessee's RCA and RSS programs are statewide and are a partnership between the Tennessee Office of Refugees (TOR) and local refugee resettlement affiliates of national VOLAGs. The objective of the RCA program is to provide financial support to help meet the subsistence needs of clients for up to eight months after arrival in the United States. The objective for the RSS program is to provide employment opportunities for clients up to five years after arrival in the United States. Our goal is for each client to obtain a job as quickly as possible, the cash assistance provides basic support so that clients can focus on their job search.

The RCA/RSS internship will provide the opportunity to meet people from diverse backgrounds and cultures. The intern will enhance and develop their problem solving, teaching, communication skills, and use creativity in meeting the needs of NICE clients enrolled in the RCA and RSS programs. This position plays a pivotal role in helping our clients adjust to life in the United States. Our goal is to ensure that clients successfully contribute to the local community and economy which will increase their resiliency, social mobility, and self-sufficiency.

We especially welcome undergraduate and graduate students who seek to fulfill project-based requirements surrounding capstones, theses, or practicums. Please disclose these requirements in your cover letter so that we may assist you in your academic and professional goals. This is a part-time (15 - 30 hour) internship position, although specific hours will be finalized during the application process.

Major Responsibilities:

- Assist in maintaining case files and case notes for the RCA and RSS program clients
- Provide support in collecting appropriate income information for RCA clients
- Facilitate in the disbursement of checks to RCA clients during their eligibility period

- Help support cultural orientations and social/health services for RCA clients (financial literacy training, setting up doctor's appointments, grocery shopping, assisting in using food stamps, basic life-skills empowerment)
- Contribute to pre-employment activities for clients (resume preparation, filling out applications, interview preparation, public transportation training)
- Assist in creating employment workshops for clients (resume building, interview preparation, American workplace behavior norms, etc.)
- Support post-employment activities and services for clients (assisting in job retention, job follow-up, coaching and assistance for improvement)
- Support team members to accomplish tasks within mandated timeframes
- Conduct surveys over the phone with clients, often with the use of a translator
- Transportation of clients to and from job interviews
- Additional responsibilities as assigned

Commitment: Minimum of 15 hours per week; Consistent availability Monday - Friday 8am-4pm; specific schedule to be negotiated with supervisor.

Requirements:

- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Reliable transportation
- Commitment to adhering to agreed-upon schedule

Preferences:

- Undergraduate or graduate students seeking to fulfill project-based requirements surrounding capstones, theses, or practicums
- Candidates that speak any of the following languages are preferred but not required: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese, or Nepali

By the end of this internship, the RCA/RSS Intern will:

- Demonstrate knowledge of the refugee resettlement process; local and national stakeholders in refugee services; and the barriers that refugees may experience while interacting with government entities, healthcare organizations, and social work professionals
- Achieve fluency in case management procedures such as client enrollments, reporting, and referrals
- Receive thorough feedback from the RCA and RSS Specialists

Location: 417 Welshwood Drive, Nashville, TN 37211 (others as specified by supervisor).

Supervisor: This position reports to the Associate Director of Development.

Please apply through NICE's Internship Application, and direct any additional questions to volunteer@empowernashville.org.