



# SUPPORT SERVICES DEPARTMENT



## DEPARTMENT DESCRIPTION

The Support Services intern is the first point of contact with the community and as such, is responsible for communicating with the public and assisting seniors. The Support Services intern will perform duties for providing a compassionate-safe space, advocacy for vulnerable adults, equitable inclusivity of diverse cultures, and engagement in the community with older adults.

## INTERNSHIP DUTIES & RESPONSIBILITIES SHALL INCLUDE:

- Assist participants with completing applications
- Connecting older adults 55+ to internal and external (local) resources
- Research new organizations and programs to benefit older adults
- Maintaining organization of the food, incontinence, hygiene, and cleaning pantries
- Assist in operating the food programs: Shop & Grab, CSFP Boxes, etc.
- Assists with data entry of Support Services Application and keeping them current
- Ensure that interactions demonstrate a commitment to equity and inclusion as related to race/ethnicity, class, religious practices, sexual orientation, gender and ability
- Creating activities and facilitating small group interactions
- Assist in answering calls with community members
- Supervision of the Support Services office
- Assist in outreach to promote the department and center as a whole
- Perform other duties as assigned by Support Services staff

## QUALIFICATIONS:

- Pursing a degree in Social Work, Sociology, and/or Human Services & Resource Management.
- Must be able to communicate effectively in English, both written and orally.
- Must have ability to multitask
- Must demonstrate the ability to work with the elderly and dependent clients, and staff.
- Must be able to maintain required records for the program and maintain confidentiality.
- Able to lift atleast 15 pounds.
- If given the opportunity, a criminal background check will be conducted.

## ADDITIONAL SKILLS (PREFERRED BUT NOT REQUIRED)

- Bilingual
- Proficiency with Microsoft Office: Excel, Word, and PowerPoint

## ORGANIZATIONAL RELATIONSHIP:

The Support Services intern reports to the Support Services Manager, Niya Carrington.