



JOB DESCRIPTION

TITLE: STRONG FAMILIES INTERN

JOB SUMMARY: Interns provide professional supportive, appropriate responses to the needs of the Strong Families Program such as to engage and participate in active outreach activities, administrative work, direct services to program's participants, among other duties. The responsibilities within the job description may be done once sufficient experience and confidence is gained, while shadowing an advocate. Candidate should have previous experience working with vulnerable populations. Interns' participation is to abide by ¡HICA!'s mission, vision and the Strong Families Program core values.

REPORTS TO: Strong Families Program and/or HICA's Internship Program Coordinator

DATE: Updated 2023

KEY RESPONSABILITIES

DIRECT SERVICES

- Conduct intake and provide program services to participants in the office and over the phone.
- Assist in phone screening for services and client's satisfaction of service survey.
- Provide case management services.
- Collect data and document participant's services in our program database.

OUTREACH DUTIES:

- Provide accurate information about ¡HICA! to community members.
- Represent ¡HICA! at tabling events to give out information and to promote ¡HICA! services.
- Hand out and distribute outreach materials.
- Be a liaison between the programs' participants and ¡HICA! staff.
- Support program staff at different ¡HICA! Outreach events and educational workshops.

REFERRAL DUTIES

- Interns should be able to properly refer program's participants to other ¡HICA! programs to external community resources.
- Should be able to refer victims and survivors of crimes to other ¡HICA! partner organization for thorough service.
- Follow-up about referrals and services to constituents with ¡HICA! staff.

ADMINISTRATIVE AND GENERAL DUTIES

- Works collaboratively with other members of ¡HICA! teams and volunteers.
- Performs routine clerical/administrative functions and other duties as assigned.
- Create weekly reports about volunteer work.
- Research and contribute to program initiatives and projects.
- Maintains and upholds the policies and procedures of ¡HICA!, confidentiality policies and code of ethics including core values.

QUALIFICATIONS:

- Self-starter and problem-solver.
- Commitment to social justice and advocacy.
- Ability to work effectively with a diverse group of people.
- Proficient with MS Office.

REQUIREMENTS:

- Bilingual Spanish/English
- Complete an interview and screening process.
- Interns will receive training regarding organizational practices and programmatic training from the Strong Families Team.
- Successful completion of orientation and training required by program.
- Interns working directly with participants will be placed where deemed most appropriate.

APPLICATION: Please send resume and letter of interest to: volunteer@hicaalabama.org

ABOUT ¡HICA!

¡HICA! is a community development and advocacy organization that champions economic equality, civic engagement, and social justice for Latino and immigrant families in Alabama.

The Hispanic Interest Coalition of Alabama hires the most qualified candidates without regard to any person's race, color, sex, gender, gender identity, gender expression, age, religion, ethnicity, sexual orientation, parental status, marital status, military discharge status, or source of income.