



Caritas of Austin

Direct Service Volunteer Service Description

Title: Education Services Program Intern

Time Commitment: 18 hours/week for 12 weeks

Summary of Position:

The Education Program Intern supports the Education Program by completing administrative and research tasks and teaching classes as assigned as well as ensuring the availability of and preparing the materials for classes taught.

Duties and Responsibilities

I. Administrative Tasks:

- ❖ Assist with registration as assigned.
- ❖ Track client attendance
- ❖ Complete follow-up and reminder calls. .
- ❖ Update bulletin board.

II. Education Services for Clients:

- ❖ Prepare class materials and teach classes as assigned.
- ❖ Prepare monthly class related attendance and scores for classes taught.

IV. Organizational Support Functions

- ❖ Attend scheduled program, department and all-staff meetings and trainings.
- ❖ Attend weekly program staffing meetings and quarterly collaboration meetings.

V. Other Duties:

- ❖ Serve as back up for the education program staff in case of emergency.
- ❖ Perform other duties as assigned by supervisor.

Knowledge, Skills and Abilities

- At least two years of university studies in education, education administration, social work, psychology or related fields
- Team player: Responsive, communicative and flexible.
- Creative, engaging and eager to do and learn.
- Ability to work independently, follow directives with minimal supervision and meet tight deadlines.
- Organized and reliable, with strong attention to detail.
- Willingness to work with people who possess little to no English skills.
- Friendly, but always mindful that relationships must be professional, not personal.

- Patient, communicating with cross-cultural sensitivity.
- Proficiency in Microsoft Word and Excel is required. Some experience writing reports preferred.
- Bilingual Burmese, Arabic, Nepali, French preferred. Spanish is also a plus.

BENEFITS

- Excellent, documented experience in adult education related activities in a social service setting.
- The opportunity to interact and work with diverse populations: international refugees, the homeless and the working poor.
- The potential to gain a greater understanding of direct client services in a social service setting.
- Experience facilitating learning activities for and adapting them to the needs of diverse adult populations.
- Experience in planning, conducting, and evaluating outreach related research.
- Opportunities to learn from and contribute to the improvement of the Education Program.
- Opportunities to attend internal and external trainings as deemed appropriate.
- The opportunity to conduct related research.
- College credit, if appropriate.
- Letters of recommendation provided upon successful completion of the internship.

Orientation/Training/Requirements

- Pre-training screening interview
- Criminal background check
- Caritas University:
 - *Caritas 101: What it means to be a Community Advocate/DSV?
 - *Caritas 3: Understanding the Reality of Poverty
 - *Caritas 6: Welcome to Caritas of Austin
 - *Caritas 7: Working with Refugee/Resettlement Clients
 - Caritas 8: Working with Supportive Housing Clients
 - Caritas 9: Working with Housing Stability Clients

*Complete training before internship

Intern’s Signature	Date	Volunteer’s Supervisor	Date

Contact: Laura DeGrush, **Direct Service Volunteer Coordinator** at Caritas of Austin
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