

INTERNSHIP DESCRIPTION & ANNOUNCEMENT

Position Title: Resident Empowerment Intern – 1 Open Position
Department: Resident Empowerment
Reports To: Lucinda Walls, Assistant Manager – Lwalls@fresnohousing.org
FLSA Status: Non-Exempt
Creation Date: 10/29/2020 **Revision Date:**

The Resident Services department has an opening for an undergraduate student intern. In this role, you will assist the Resident Services staff in supporting the overall goal established through Resident Empowerment as well as assist, learn, and develop in the area of providing services to residents. This is an entry level position and will work under direct supervision of the Resident Services Assistant Manager.

All activities must support the Fresno Housing Authority (“Agency”) strategic goals and objectives and produce results that accomplish the goals of the Communications department.

LEARNING OPPORTUNITIES

The below statements are intended to describe the general nature and scope of the internship. This is not a complete listing of all possible opportunities that may arise.

May assist with the following areas:

- Establishing positive working relationships with agency management and staff, representatives of community-based organizations, other public entities, and all agency stakeholders
- Assist with coordinating with existing partners
- Developing educational materials for agency supported programs
- Researching and compiling resources material for parents in the area of mindfulness, ways to relieve stress, parenting skills development etc.
- Assisting with workshops and Resident Empowerment special events
- Assisting Resident Services Coordinator with the planning and implementation of youth and adult activities
- Assisting with the Resident Empowerment monthly newsletter
- Assisting with content development for the Resident Services portion of the agency website
- Assisting with the Resident Virtual Conference
- Work with other community organizations that are working in partnership with the agency on initiatives to support child development and family services.

INTERNSHIP OUTCOMES

Upon successful completion of the internship, the student will be provided with:

- A recommendation letter from the Resident Empowerment Assistant Manager to use in their job search
- An evaluation of their performance to assist them in their development as a professional
- Resume and interview development to help acquire a position in the Child Development and Family Science field
- Applied skills necessary to be competitive in an entry level position in the Child Development and Family Science field
- Research and compiling resources and informational material to parents in the area of mindfulness, ways to relieve stress, parenting skills development etc.
- Assisting with providing workshops to parents on the above mentioned topics
- Assisting RSC with the planning and implementation of youth and adult activities
- Assisting with the Resident Empowerment monthly newsletter
- Assisting with content development for the Resident Services portion of the agency website
- An opportunity to add relevant experience to their resume
- Additional resources within their professional network

BEHAVIORAL COMPETENCIES

To perform the internship successfully, an individual should demonstrate the following competencies:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Agency; uses appropriate judgment & decision making in accordance with level of responsibility.

Client Services: Provides timely, courteous, and quality service to an individual whether internal or external by anticipating individual needs, following through on commitments and ensuring that our clients have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Professional Behavior: Demonstrates positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Communication: Intern is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Intern is adaptable and open to new ideas and/or approaches. Intern is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Integrity: Intern is honest with oneself, coworkers, and clients. Stands up for what is right even in the face of opposition.

Safety Awareness: Intern is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Reliability & Judgment: Intern demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

QUALIFICATIONS

To perform this internship successfully, an individual must be able to perform each competency satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the internship competencies.

Internship Competencies

- Academic knowledge of the general structure and purpose of a Resident Empowerment department
- Strong understanding and ability to maintain the integrity of a strictly confidential environment
- Ability to demonstrate passion and interest in the subject matter
- Ability to communicate with all levels of staff with tact, sensitivity and professionalism
- Knowledge of safe driving principles and practices and the ability to operate a motor vehicle safely

Education and/or Experience

- Currently enrolled in a college degree program with coursework in Child Development and Family Science, Social Services
- Strong computer skills including Microsoft Office products (Word, Excel, PowerPoint Teams) including Zoom, Google Docs
- Excellent verbal & written communication skills, as evidenced by successful academic coursework
- Intermediate knowledge of and experience in use of research techniques
- Ability to multi-task and meet established deadlines

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an intern to successfully perform the essential functions of this internship. Reasonable accommodations may be made to enable individuals with disabilities.

The internship will consist of working with Resident Empowerment staff and residents in virtual forums and in person.

The internship hours will be Monday- Thursday between the hours of 9-12pm or 2-5pm dependent upon site needs and interns schedule internships can work to meet the 80, 100, or 120 hour requirement needed to complete their course.

Due to COVID-19, the internship hours will be virtual, however on occasion there are some onsite activities that may need of physical assistance at one of the Fresno Housing sites located in Fresno City or County.

While performing the duties of this internship, the intern frequently works out of doors conducting attending events, meaning he or she will be exposed to all weather conditions, including rain, extreme heat and cold temperatures. The intern will operate a motor vehicle on a daily basis and drive the vehicle to and from event and vendor sites. Also must be able to frequently walk; sit; and use hands to finger, handle, or feel. The intern is occasionally required to stand; reach with hands and arms; reach above shoulder; climb or balance; stoop, kneel, and crouch. The intern will often be required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The intern must be able to accurately exchange information in person, in writing and via e-mail and telephone. The intern must regularly lift, push, pull and/or move up to 50 pounds, frequently lift, push, pull and/or move up to 20 pounds, and occasionally lift, push, pull and/or move more than 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an intern encounters while performing the internship. Reasonable accommodations may be made to enable individuals with disabilities.

Office environment: The noise level in the work environment is usually moderate.

Please send your resume or if you have any questions regarding the position to

Lucinda Walls, Assistant Manager
lwalls@fresnohousing.org