

POSITION: Community Resource Intern

DEPARTMENT: Community Services

SUPERVISOR: Heidi Knickerbocker

HOURS AND COMMITMENT: 10-20 hours per week for 3-6 months

OUR MISSION: *The Opportunity Council is a private, non-profit Community Action Agency serving homeless and low-income families and individuals. Our mission is to help people improve their lives through education, support, and direct assistance while advocating for just and equitable communities.*

POSITION SUMMARY:

This internship provides opportunities to work alongside Opportunity Council's Community Resource Center team, learn about local resources and services, and connect with social service providers throughout Whatcom County to help make community resources more accessible to the community. Due to the nature of the work, the majority of hours must be conducted between the hours of Monday – Friday, 8am – 5pm, however there may be some flexibility. Work will be done remotely.

TASKS AND RESPONSIBILITIES INCLUDE:

- Contact service providers and follow-up as needed
- Maintain contact list
- Update listings in the Community Resource Directory database and other resource guides
- Provide support and conduct research for other community resource projects
- Participate in staff meetings and department projects as needed
- Perform outreach activities to help build the Community Resource Network
- Assist with fundraising and donation campaigns for the Community Resource Center if applicable

DESIRABLE SKILLS:

- Excellent written and verbal communication skills
- Organizational and time management skills
- Ability to work independently and as a team member
- Basic computer skills
- Excellent customer service
- General knowledge of community resources and social services in Whatcom County
- Desire to learn

PHYSICAL/MENTAL REQUIREMENTS:

- **Mobility and Manual Dexterity:** Sitting for long periods while keyboarding on the computer, performing routine clerical tasks or speaking and taking notes by telephone
- **Visual Discrimination:** Staring at a computer screen while performing routine functions
- **Hearing:** Ability to listen on the phone / over video call
- **Judgment/Temperament:** Much of the work is routine, however, may occasionally be involved in projects that require new ideas or approaches. This position receives routine supervision; work is performed under general guidelines, procedures, and rules; supervisor occasionally reviews work to ensure completion.

WORKING CONDITIONS:

Work will be completed remotely, and requires a reliable phone and internet connection, as well as reliable access to a computer and phone (some accommodations may be available).

BENEFITS:

The successful intern will gain professional experience, knowledge of community resources and systems, and connections with social service providers throughout Whatcom County. Letter of recommendation available upon successful completion of internship for candidates who meet or exceed expectations. Internship can be taken for credit.

APPLICATION DEADLINE: Open until filled.

TO APPLY: Apply online at <http://www.opcco.org/how-to-help/> , please specify "Community Resource Intern" on the application.