



## Intern Job Description

**Position:** Family Services Support Intern

**Company:** Community Emergency Assistance Programs (CEAP)

**Status:** Monetarily Unpaid Internship

**Summary:** As a food market, CEAP serves up to 100 families a day who come to us in need of food. We focus on fresh healthy food; up to 60% of the food we give out is fresh. The Market is staffed by a couple of paid employees, but the majority of the work is done by volunteers and interns. In this internship, you will get to work hands on with families as you check them in, register them for the program, and answer any questions. Besides providing hospitality to our families, you will be working with our senior hunger program, as we serve seniors with a federally funded program. Each intern will also have a specific project that will be crafted to fit their interest, talents and work/school experience.

### Major Responsibilities & Activities:

- Provide first interaction for participants at CEAP, and register them for the market
- Schedule clients using Microsoft Outlook's Calendar and our participant databases
- Become familiar with community resources and federally funded programs; register participants for these programs
- Become integral part of a nonprofit and food shelf
- Work closely with staff to provide excellent customer service and meet participants' needs
- Become familiar with nonprofit record keeping by helping with data entry and filing
- Create training manuals and guides for other interns and volunteers
- Attend outreach events and community forums
- Answer multi-line phone system
- Schedule appointments

### Learning Objectives:

- Proficient in participant intake and application assistance
- Increase personal comfort and confidence with direct service to seniors, diverse and low-income populations
- Gain exposure to the inner workings of a successful non-profit, and work closely with other community organizations to develop a range of outreach skills and gain exposure to a variety of program models
- Receive guidance and feedback in resume and cover letter writing, networking and interview skills and partake in other professional development opportunities such as workshops and trainings

### Position Requirements:

- Comfortable working with and approaching participants of all ages and diverse backgrounds
- Creative, well-organized and detail-oriented
- Reliability, punctuality, accountability
- Must be able to maintain confidentiality
- Physical aspects: half of the day spent on feet or at an intake desk

### Time Requirements and Schedule:

- **Total Time Requirement:** 10-15 hours per week
- **Project Start and End Date:** Spring 2020
- **Schedule:** Flexibility during hours of 8:00-4:30 Monday-Friday, with occasional evenings for special programs
- **Work Site:** Mostly at CEAP with possibility of other distribution sites within the surrounding communities

To apply, please send your resume and a couple sentences explaining your interest in this position to [volunteer@ceap.com](mailto:volunteer@ceap.com).