Crisis and Resources Intern

Background:

The Crisis and Resource Intern will join the Legal Services team by providing support to community members as they reach out to TIRRC. The intern will have to handle sensitive information and provide referrals to community resources through the phone or in person as needed. The intern will also provide educational pieces on different topics as people reach out to TIRRC. There will be a focus on creating structures for case management and research support for the team.

Internship Description:

This internship will provide experience in crisis calls, community engagement and insight into the direct services provided by TIRRC to the community.

Responsibilities Include:

- Answering phones and assisting in managing the hotline
- Data tracking and management of information in the database system
- Some case management and research as needed for resources in place.
- Training in vicarious trauma
- Other duties as needed to support the team.

Qualifications & Experience:

● Strong commitment to TIRRC’s vision and mission
● Ability to work well in diverse environments
● Organized and detail oriented
● Fluency in English and Spanish
● Basic literacy with Microsoft Office, video conferencing, and data management systems
Hours per week: Minimum 10 hours a week; at least 3 months (Internship can exceed up to 12 months)

Benefits: Will receive regular training from experts in the field of communications, community organizing, and advocacy. Letters of recommendation provided upon successful completion of the internship. This is a non-paid internship.

To apply, please send your resume and cover letter to Cesar at Cesar@tnimmigrant.org. Please detail why you think you are the right candidate for this position and organization, addressing the points listed above and highlighting your experience working in immigrant communities and your knowledge of technology-based products and programs. Please, no phone inquiries. The position will remain open until filled. We are an Equal Opportunity Employer and encourage women/men and people of color to apply.