

Lutheran Family Services Rocky Mountains Refugee & Asylee Programs



Internship Description: Housing Services Intern
Department: Community Programs

About Internships at LFS:

An internship at LFS offers the opportunity to gain a deep understanding of refugee resettlement in the Denver area. Interns will work with individuals from diverse cultures who are forging new beginnings in the United States. Challenging, educational and professional work experience will be gained through professional training and real work assignments that will provide valuable insight to the worlds of refugee resettlement and non-profit organizations. At times, interns will work closely with staff members, and other times independently, managing a workload comparable to LFS staff with the goal of helping advance the mission of LFS. Internships are integrated into the operations at LFS to help build the capacity of the organization while utilizing the diverse skill and talent of the interns. We greatly value the time commitment of each intern.

Description of the Internship:

The Housing Intern will build and maintain relationships with landlords and property managers to ensure an adequate supply of appropriate housing for newly arriving refugees, and troubleshoot changing housing needs as special circumstances arise.

This position requires a self-initiated person who likes connecting and networking with people. Understanding of the housing market/availability in Denver or interest in developing that knowledge is key. This would be a great opportunity for a student interested in Community Services Social Work.

Intern will spend a good amount of time off-site visiting landlords and property managers and reviewing potential housing. Therefore, access to reliable transportation or comfortability with public transportation is a must.

Responsibilities:

- Develop relationships with landlords and property managers who are interested in having refugees as tenants. This will include conducting outreach to find new properties as well as nurturing relationships with existing properties, both by phone and in person.
- Act as the first point of contact for landlords and property managers as issues arise with refugee tenants. This may include mediation between landlord and refugee, as well as educating refugees about proper maintenance and upkeep of housing, timely payment of rent, and communication with landlord or property manager.

- Coordinate with property managers, Case Managers, and Donations Coordinator to schedule apartment setups for new refugee arrivals, including logistics such as obtaining keys and signing leases.
- Communicate with donors of furniture and household items to schedule pickup appointments for Donations Coordinator.
- Coordinate with finance staff to request checks for deposits and rent for new apartments.
- Complies with Lutheran Family Services' and HIPAA standards for health related information and documentation.
- Performs other duties as assigned.

Qualifications:

- Excellent organizational ability.
- Ability to effectively present information and respond to questions from groups of managers and clients.
- Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures, some of whom will be limited English speakers.
- Functional fluency in one or more foreign languages helpful, but not required.
- Knowledgeable about and sensitivity to the experiences of refugees and immigrants.
- Excellent written and oral communication skills.
- Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.
- Skills in problem solving, negotiations, decision making and mediating conflict.
- Ability to exercise initiative and judgment and make decisions within the scope of assigned responsibilities.
- Maintains punctuality for work and appointments.
- Pass a Colorado Bureau of Investigations background check.
- Current driver's license, current insurance and a reliable vehicle is a plus.

Time Commitment: Minimum 6 months **or** at least one semester with approved academic program

Weekly schedule and hours: Approx. 20 hours per week (Flexible Monday – Friday 8am-5pm)

Internship start date: TBD

Internship end date: TBD

Intern will report to: Jaime Koehler-Blanchard, Community Programs Supervisor