Lutheran Family Service Rocky Mountains
Refugee and Asylee Programs

Internship Job Description: Administrative Intern
Department: Refugee and Asylee Programs

About Internship at LFS:
An internship at LFS offers the opportunity to gain a deep understanding of refugee resettlement in the Albuquerque 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 into the world 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 Administrative Intern will assist in the basic operation of various programs within the agency and directly work with the Community Outreach Coordinator. This includes initial interaction with refugee clients and providing administrative support to different programs. The intern will also work on projects as needed.

Responsibilities
- Greet clients and refer them to specific departments based on their appointments
- Answer and refer inquiries in person or on the telephone
- Assist in identifying and assessing client needs in order to arrange proper support
- Serve as an advocate and resource for refugee clients
- Assist with general office operations including data entry, making appointments, receiving donations, and organizing files
- Work closely with agency staff to ensure that services are provided through a team approach
- Support and build on programs to creatively enhance the operations of the office
- Create innovative ideas to support and enhance projects for refugee youth and women
- Assist with administrative duties as needed
- Be able to collaborate with interpreters
- Provide equal treatment to all client groups in accordance with the agency’s commitment to the dignity of all persons. Recognize the resiliency of former refugees and take a strengths-based approach to clients
- Ensure that program services are provided in accordance with quality assurance standards of the agency, state, accrediting organizations and HIPAA
- Comply with all federal, state and agency contracts
- Perform other duties as assigned
Qualifications:

- Experience working in a multicultural environment; refugee language capability a plus
- Knowledgeable about and sensitivity to the experiences of refugees and asylees
- Strong interest in creative adaptation of western therapeutic and social work techniques for cultural relevance to the specific populations being served
- Excellent writing and communication skills
- Ability to think critically about systems and systems change
- Computer skills: proficiency in Word, Excel, Outlook (Microsoft Office Suite) and Internet use; familiarity with database programs a plus
- Work closely with young children
- Must be able to pass a background check

Hours:

- As available within office hours (Monday – Friday, 8:00AM-5:00PM)
- Minimum of 8 hours per week

To apply send documents to Sandi Bertholomey: sandi.bertholomey@lfsrm.org  Please submit a current resume and a short cover letter. Subject line should read “Administrative Intern.”