

Client Services Intern

Full or part-time, unpaid internship

Position Summary

Client Services interns will be responsible for guiding and supporting disaster clients in their disaster recovery process. Intern reports to the Client Services Coordinator of Emergency Services.

Core Responsibilities

Provide assistance with and support of the following:

- Interviewing clients
- Updating and maintaining client records
- Identifying and building relationships with potential social service agencies for referrals
- Assisting with daily office activities
- Assisting with walk-in clients

Requirements

- Successfully completed background check
- Excellent written and oral communication skills
- Eagerness to work with diverse populations
- Ability to travel and work in downtown Pittsburgh Office

Training Required at the Start of the Internship

- Orientation to the American Red Cross (on-line)
- Disaster Services: An Overview (3 hours)
- Client Casework Training - free (7.5 hours)
- Standard First Aid/CPR course - free (6.5)

To Apply

Please email cover letter and resume to Renee Willow, Volunteer Coordinator at WillowR@usa.redcross.org or mail to American Red Cross, ATTN: Renee Willow, 225 Boulevard of the Allies; Pittsburgh, PA 15222. Please indicate your availability in your cover letter.

Time Commitment:

- Summer Internship: 3 months 30-40 hours/week
- Fall and Spring Internship: 6 month 10 – 20 hours/week

Deadline

Deadlines are one month prior to start of semester. (Fall & Spring: mid-August; Summer: mid-May)