



NSC Internship Overview

Nationalities Service Center (NSC) is a non-sectarian, 501(c)(3) non-profit organization located in Philadelphia, Pennsylvania. NSC's mission is to welcome and empower immigrants to thrive in our communities and pursue a just future.

Founded in 1921 under the aegis of the YWCA as the International Institute, NSC has grown and expanded over the last almost 100 years to a multi-service agency serving over 5,000 individuals from over 120 countries each year. NSC provides comprehensive services in the areas of language access and proficiency, legal protections and remedies, community transition and integration, access to health and wellness, and job readiness training to immigrants and refugees.

Applicants should be available at least 8 hours per week with preference given to those who are available 20 hours per week or more.

To apply for an internship with NSC, please apply online at:
nscphila.org/how-you-can-help/get-involved/Intern-with-NSC

General Information

Onboarding and Training

All interns will attend the NSC Intern Orientation and will complete the 40-hour NSC Training Modules as well as program specific trainings. Interns will also have the opportunity to attend NSC monthly professional development trainings and workshops.

Support for Interns

- Interns will receive supervision within their program as well as occasional group supervision.
- Weekly intern coffee hours
- Monthly intern check-ins
- Monthly Intern Newsletter
- Monthly intern learning sessions
- Opportunities to volunteer for special projects



Resettlement Team Internship Opportunities

Resettlement Team Internships

Many of our refugee clients arrive with chronic and acute illnesses, emotional trauma (such as depression, anxiety, intellectual disabilities, and post-traumatic stress disorder) due to war, displacement, torture and persecution, and suffer from adjustment challenges during their early phases of resettlement. We use empathetic design, strength-based model, and social ecological perspective to provide intensive and culturally competent case management to help with adjustment and comfortable and productive integration into life in Philadelphia.

Specific Tasks for the Internship include:

- Escorting clients to government, medical and utility offices and schools to for orientation, support and advocacy
- Supporting case managers to conducting initial intake sessions, cultural and public transportation orientations, school and ESL programs enrollments in neighborhoods; coordinating internal and external resources to provide services to clients; developing and implementing resettlement plans.
- Assisting case managers by locating appropriate activities such as opportunities to play sports and appropriate religious communities and helping clients connect with these activities

Pathways to Permanency (Green Card) Internships

As part of NSC's Strategic Plan Extension for FY23, the Strategic Priority for 'Creating Sustainable Pathways for Families and Communities' seeks to expand supports for youth and children transform English and employment programming, provide wide range of legal services , and enhance family engagement at enrollment and case closure The navigation of the sequential steps required to complete an adjustment of status application is complicated, requiring coordination of multiple services and resources. These include pre-application case management; collection of vaccine records; scheduling a civil surgeon medical exam with interpretation; collecting documentation of refugee status, employment, benefits and address history; acquiring two-passport sized photos and scheduling clients for the legal clinics.

Specific Tasks for the Internship include:

- Outreach to Previously arrived refugees about the required green card application
- Pathways to Permanency Program Intake with Eligible Refugee Clients
- Coordination & Collection of required documents for the application
- Scheduling civil surgeon exam appointments for refugees and ensuring they have interpretation
- Helping clients complete the civil surgeon exams
- Assist clients in obtaining passport sized photos
- Connecting clients to legal services for the green card application
- Assisting clients with any Requests for Evidence (RFEs) if applicable

Employment Team Internship Opportunities

Employment Internships Overview

The Employment Team provides Job Readiness and Job Placement support for NSC's clients. Many clients seek our support in getting their first jobs in the U.S., and our goal is to help them achieve self-sufficiency by starting and retaining jobs. We also promote professional development and provide a comprehensive Job Readiness program that includes individualized career planning. In order to do this all, we create and continue many employer partnerships in a variety of industries across the region. Interns play an integral role in ensuring all this work is successful.

Specific Tasks for the Internship include:

- Communicating with clients through phone, text, email, and video calls to obtain information
- Collecting confidential client data and tracking accordingly through case records and filing efforts
- Researching new employers and developing employer partnerships
- Preparing clients for interviews as well as accompany clients to interview virtually or in-person
- Completing job applications, resumes, and cover letters with and on behalf of clients
- Assisting the instructor with job readiness classes and interactive follow up



Employment Readiness and Placement (ERP) Internships

The Employment Readiness and Placement (ERP) team extends post-resettlement services to refugees and asylees who have been in the United States within 5 years. The ERP team employs a strengths-based service delivery model and a social ecological perspective to provide personalized case management, connections to local resources and partners to assist clients in navigating systems, improve life skills, remove obstacles for employment, and achieve self-sufficiency. ERP interns must be able to work independently and will be trained to provide one-on-one case management support to clients, work in various post-resettlement programs and strengthen relationships with local partners with a focus on leadership development within refugee communities so that on-going support can be provided within the community.

Specific Tasks for the Internship include:

- Supporting case managers in developing personalized service plans for clients which includes navigating health systems, public welfare programs, services from community partners and other social services in addition to advocating for clients to access mainstream services
- Providing case management based on clients' needs and personalized service plans (referrals and access to community partner information)
- Assisting in planning community events, meetings, and workshops in collaboration with local partners in addition to outreach efforts for recruitment and partnership sustainability
- Understanding the Department of Public Welfare system and assist clients in meeting the State's employment and welfare to work requirements
- Creating tip sheets and systems to improve life skills and cultural understanding

Matching Grant (MG) Internships

Matching Grant (MG) is a federally funded employment program within NSC that helps refugee and immigrants gain employment and become self-sufficient during their first 8 months of arrival or status. MG clients receive financial assistance, case management, and employment services. Case managers in the MG program have the goal of helping clients reach self-sufficiency by reducing any barriers to employment and working with NSC job developers to help clients find employment. MG interns work directly with case managers to support the operational needs of the Matching Grant program. Interns will work with clients from different cultural backgrounds who speak a variety of languages. MG interns will learn the skills to utilize interpreter services to communicate with clients. This position is a great introduction to social services as well as nonprofit work.

Specific Tasks for the Internship include:

- Maintaining and auditing case files
- Assisting clients in completing applications for public benefits and subsidies
- Escorting clients to the welfare office, social security and other locations
- Providing transportation and financial orientation when necessary
- Researching additional resources to support client self-sufficiency and personal goals
- Communicating with outside organizations for outreach and other projects as agreed upon between the MG Case Manager and MG intern

Youth Career Readiness Program (YCRP) Internships

Youth Career Readiness Program (YCRP) aims to assist youth with and without their secondary credential in achieving their goals, earning a family sustaining wage, and excelling in Philadelphia. The program is geared specifically towards English Language Learners and begins with intensive ESL courses to prepare youth to begin for the next steps in their careers. YCRP provides the opportunity for youth ages 16-24 who reside in Philadelphia and are work authorized to obtain an industry recognized credential. These credential options include GED- Certificate of High School Equivalency Diploma, Home Health Aide with Entry Level, Certified Nursing Assistant with Entry Level, Google IT Support Specialist Training, OSHA 30-hour Construction, Online Interpreter Training Hospitality Training with Philadelphia OIC (Front Office Operations/Guest Services and Room Attending Housekeeping)

Specific Tasks for the Internship include:

- English Language Instruction- utilizing virtual learning to deliver lessons to individual students or small groups. As well as develop additional activities for ESL courses that would increase interactive and engagement.
- Administrative duties; these may include case file management and organization, documentation of activities provided to participants, tracking of attendance, supportive services, and incentives obtained.
- Engagement; reach out to participants on a weekly basis to see how they are doing and what supports may be needed to assist them in reaching their career or educational goals.



Survivor Services Team Internships

Survivor Services Team

The Survivor Services Program, provides comprehensive, trauma-informed, and culturally appropriate care to immigrant victims and survivors of crime through intensive case management, free legal services, referrals to health and on-site mental health care, provision of basic needs, art, dance, and music therapy, and group work to help survivors be on a path toward healing. Our program specializes in providing services to immigrant and refugee/asylee survivors of human trafficking (Anti-Human Trafficking Program), torture (Philadelphia Partnership for Resilience), domestic violence (Bridge to Wellness) and other serious crimes such as: sexual assault, stalking, felonious assault, kidnapping and others (within the Bridge To Wellness Program).

Specific Tasks for the Internship include:

- Assisting case managers with eligibility screening meetings, help identify needs, progress and individualized service plan goals with clients, coordinate appropriate services with third parties, and connect clients to local resources
- Escorting clients to health and mental health specialist appointments, government offices, utility companies, banks, and other local offices while mitigating any issues through advocacy e.g. with language access, purpose of the appointment, how to complete applications, etc.
- Exploring, analyzing, distributing and gathering qualitative and quantitative evaluation tools and data to support programming and to creatively share findings with refugee communities, funders, and service agencies
- Facilitating or co-facilitating psychoeducational, Life Skills groups, support groups, Youth groups, Know Your Rights groups, and/or Advisory Council groups, alongside social and/or cultural activities and events
- Helping develop, implement, and facilitate workshops based on community analysis and need. Also help outreach to a wide array of organizations within the Greater Philadelphia area (five counties) and compile local resources to support client access to affordable housing, food, mental health services, recreational activities, etc. Existing resources will also be updated to ensure consistency, accuracy, and impact
- Assisting the team with data management tasks, help improve existing systems
- Other duties or projects as assigned within the scope of the interns' academic level, experiences, strengths, and expectations

Health and Wellness Team Internships

Health Access Internships

The US health care system is incredibly complex, and many immigrants and refugees have challenges navigating it. NSC's health access team provides support to newcomers in areas including access to primary and specialty medical care, access to dental care, health insurance enrollment, and health education. Our team refers clients for care, helps clients learn to navigate the health care and health insurance systems and coordinates health screenings and insurance enrollment through external partnerships.

Specific Tasks for the Internship include:

- Providing support to newcomers as they navigate the health care system. This can include accompanying clients to medical appointments, troubleshooting registration issues, ensuring language access is provided, helping clients fill prescriptions and other supportive roles. "Accompaniment services are currently greatly reduced due to COVID-19 safety measures, but in-person accompaniment is still provided on a limited, as-needed basis at this time."
- Helping clients to identify care providers appropriate to their needs, schedule appointments and navigate other health care-related issues, such as medical bills. Providing information to newcomers around health system navigation and health promotion.
- Providing support in Medicaid and Affordable Care Act enrollment via connections to external partnerships.



Food Access Internships

Immigrants experience many barriers to accessing mainstream emergency food assistance supports. Immigrants may not be eligible for SNAP (Supplemental Nutrition Assistance Program) due to status and accessing many food pantries can be difficult due to language access, the lack of culturally appropriate food options and navigation barriers. NSC's Food Access team provides dry goods staples and fresh produce to NSC clients who are referred from other NSC programs. Team members contribute hands-on to processing and packing the food for distribution and remotely to complete documentation, coordinate with clients and case managers and complete special projects.

Specific Tasks for the Internship include:

- Receiving and stocking food deliveries and packing dry goods and produce for distribution via home deliveries to clients. This includes working with a small cohort of 5-6 on-site in the NSC office once a week, and often also includes helping delivery drivers to load their vehicles.
- Tracking and documenting deliveries to clients and in-stock inventory.
- Assisting the Food Access Liaison with coordination with case managers, drivers and clients about their eligibility for Food Access support, and to coordinate food deliveries to client homes.
- Supporting projects that enhance the Food Access services, such as nurturing partnerships with other organizations/pantries, developing or adapting nutrition education resources for clients, and participating in initiatives to increase the cultural responsiveness of NSC's food and hygiene item offerings.

Wellness Internships

At NSC, we believe that wellness and healing are important components of thriving in the US. As such, we seek to promote a variety of opportunities for our clients to engage with wellness activities from clinical mental health services to on-site wellness activities.

Specific Tasks for the Internship include:

- Identifying and connecting with mental health providers in the Greater Philadelphia area.
- Researching best practices for immigrant/refugee mental health treatment.
- Identifying and connecting with a variety of wellness providers, e.g. religious/spiritual leaders, traditional healers, art/movement therapists, etc.
- Recording referral data in an organized, accessible manner.

PLEASE NOTE; NSC DOES NOT OFFER CLINICAL THERAPY INTERNSHIPS AT THIS TIME.

Innovative Supports Program for Immigrant and Refugee Empowerment (INSPIRE) Internships

INSPIRE focuses on providing case management and occupational therapy supports to clients with extensive healthcare needs and developmental disabilities. INSPIRE uses a trauma-informed and strength-based approach to assisting clients in achieving self-sufficiency by empowering the client, as well as assisting with finding resources that provide long-term support. In addition to ongoing case management responsibilities, students will have the opportunity to undertake an innovative intervention during the course of the academic year. Past projects have included organizing and facilitating a health education series and the creation of a comprehensive guide.

Specific Tasks for the Internship include:

- Conducting intakes, help identify goals, progress and client-centered service plans, coordinate appropriate services with third parties and connect clients to local resources, including assisting with SSI/D applications, advocacy within school systems and enrollment in community waiver programs, such as Philadelphia Corporation for Aging (PCA), Independent Enrollment Brokers, or Intellectual Disability Services (IDS)
- Completion of all documentation required by program and funding sources; ensures client confidentiality is maintained
- Support the growth of the INSPIRE referral network including outreach and connection with medical, mental health and social service providers throughout the Greater Philadelphia area
- Escort clients to health and mental health specialist appointments, government agencies, and social service agencies while mitigating any obstacles, which may include assistance with language access, registration, completing applications, etc.



Ready for Life (R4L) Internships

Ready for Life (R4L) offers a series of workshops which teach youth participants (ages 14-24) skills to effectively communicate within their relationships, resolve conflict and solve difficult problems, and address financial concerns. In addition, all participants will be connected case manager who will help refer to needed resources. R4L is part of a Randomized Control Trial (RCT) funded by the U.S. Department of Health and Wellness Office of Family Assistance. NSC is collaborating with our umbrella agency, the U.S. Committee for Refugees and Immigrants (USCRI) on this new venture.

As a R4L intern, you will develop a variety of direct service and administrative skills. Since the population served in this program is Spanish speaking, interns who are bilingual will be prioritized. This is a unique opportunity to learn program development skills in a new and evolving program.

Specific Tasks for the Internship include

- Outreach to communities to recruit future participants
- Assist with completing intake, assessment, and pre/post-tests with participants
- Co-facilitate workshops
- Contact families weekly to confirm/remind of upcoming workshop
- Outreach to local restaurants/businesses for donations
- Assist with creating new marketing materials
- Create/maintain evaluation spreadsheet
- Create certificates of completion for participants
- Participate in required and optional trainings
- Other tasks as agreed upon between the FSP Coordinator and the FSP intern

Administrative Internships

Data and Compliance Internship

The Data and Compliance internship is an integral support function for quality assurance, data collection and analysis, and fiscal policies and procedures at NSC. The Data and Compliance intern will report to the Manager of Data and Quality, the Fiscal and Data Specialist, and the Data Compliance Specialist. The job function of the Data and Compliance intern is not only a supportive and administrative function. This internship is an educational and professional development position to prepare the Data and Compliance intern for a career in public and nonprofit administration.

Specific Tasks for the Internship include:

- Perform administrative and clerical functions in the Data and Compliance department, including maintaining confidential files, organizing documents, and writing memorandums and draft documents.
- Assist in special projects pertaining to quality assurance, data collection and analysis, and fiscal management.
- Manage databases and input information, data, and records into Apricot, Excel, and Yarooms.
- Performing data entry and reporting discrepancies in the credit card transaction tracker, emergency check ledger, and voided check ledger.
- Assist the Fiscal and Data Specialist in weekly reports and financial request reconciliation.
- Receive supervision and professional development within their program and occasional group supervision.
- Collaborate with other NSC teams, as well as with several outside organizations.
- Perform other tasks delegated by the Data and Compliance department members or other NSC staff.



Volunteer Coordination Internship

NSC has a robust volunteer network that consists of individuals, groups, interns and year-long volunteer programs. In this internship, you will help the volunteer coordinator recruit, train, and work with volunteers. You will help plan volunteer events and ensure that volunteer programming throughout the various departments is running smoothly.

Specific Tasks for the Internship include:

- Craft the bi-weekly volunteer newsletter
- Communicate with current volunteers
- Recruit new volunteers
- Update and run NSC's volunteer online platform
- Assist with outreach presentations to congregations, schools, and companies
- Be the representative on site at volunteer events
- Help plan volunteer events