



Nationalities Service Center (NSC) is a non-sectarian, 501(c)(3) non-profit organization located in Philadelphia, Pennsylvania. NSC's mission is to help immigrants and refugees by protecting their legal rights, strengthening families, promoting self-sufficiency, eliminating barriers caused by language and cultural differences and promoting public awareness of the benefits of diversity in U.S. society.

The agency was founded in 1921 under the aegis of the Young Women's Christian Association (YWCA) as the International Institute. It came into being through the efforts of a group of concerned women at the "Y", who had learned from a national study that newly-arrived immigrant women needed help with immigration/naturalization and with the English language. The International Institute expanded to provide services not only for immigrant women, but also for families and displaced persons. In 1963 the International Institute officially changed its name to the Nationalities Service Center.

NSC currently serves refugees and asylees through the federally funded R&P and Matching Grant programs as a USCRI partner agency and a state funded employment program. 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. . On average, NSC serves more than 5,000 individuals from more than 100 different countries annually.

Refugee and Community Integration Team Descriptions

The Nationalities Service Center's RCI Team provides case management, support, information and advocacy to newly arrived refugees and asylees. Our goal is to help clients achieve self-sufficiency. Refugees make important contributions to Philadelphia's economy and cultural fabric. Interns play an integral role in making our work successful.

Resettlement Team

NSC is the leading refugee resettlement agency in the Philadelphia area. We provide support to newly-arrived refugees, most of whom have fled Syria, Iraq, Burma, the Democratic Republic of Congo and other nations. 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. Our programs are innovative and dynamic, drawing on a host of internal programs and external partners. We are keenly invested in empowering our clients to adopt early independence and self-sufficiency. NSC resettlement interns help with that process by providing support to our staff and clients with tasks such as:

- **Advocacy:** Escorting clients to government, medical and utility offices and schools to for orientation, support and advocacy;
- **Case Management:** Work in concert with case managers to conduct 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;



- **Community Building and Integration:** Assisting case managers by locating appropriate activities such as opportunities to play sports and appropriate religious communities and helping clients connect with these activities;
- **Confidentiality and Documentation:** Maintaining confidentiality, and meeting all documentation needs in accordance with funder and NSC policy;
- **Individual and Group Projects:** To be discussed with task and social work supervisors. These projects have led to substantial support to NSC's resettlement efforts in the past.

We are looking for interns who are willing and able to develop cultural competency and contribute to the full spectrum of case management service delivery. Flexibility is necessary and a good measure of humor is very helpful.

Continuum of Care Team

The Continuum of Care (CoC) team extends post-resettlement services to refugees and asylees who have been in the United States within 5 years. The CoC 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. CoC 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.

CoC interns help with providing support to our staff and clients with tasks and roles such as:

- Support 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.
- Provide case management based on clients' needs and personalized service plans (referrals and access to community partner information)
- Assist in planning community events, meetings, and workshops in collaboration with local partners in addition to outreach efforts for recruitment and partnership sustainability.
- Understand the Department of Public Welfare system and assist clients in meeting the State's employment and welfare to work requirements.
- Create tip sheets and systems to improve life skills and cultural understanding.

Grants Management

Grants Management interns will work with the Senior Director of Refugee and Community Integration, assisting with various macro-level projects, including grant writing. The interns selected for this team will learn about systems that need to be negotiated for agencies and departments to run effectively.

Some of the ongoing projects include assistance with:

- Assisting with prospect research, writing grant proposals and reports.
- Supporting social media activities for the department.
- Creating program
- Guides and training materials for partner agencies.



- Planning and executing workshops that occur throughout the year.
- Collaborate with other NSC teams, as well as with a number of outside organizations.

Candidates who are available at least 20 hours a week are preferred.

Pro Bono Refugee Legal Service Coordinator

While housed in the Refugee and Community Integration department, interns in this position work closely with members across the agency, including the Health Team and the staff attorneys. The interns selected for this team will learn about immigration policies and refugee law.

Some of the ongoing projects include assistance with:

- Providing case management for NSC clients who have already started the green card application process.
- Supporting outreach efforts to foster relationships with law schools and firms to secure pro bono legal volunteers.
- Effectively disseminating information to the various refugee communities in Philadelphia.
- Managing legal clinics.
- Securing donations.
- Applying for grants to get funding for this specific program.
- Helping clients fill out green card applications.
- Supervising law student volunteers.

Health and Wellness Team Descriptions

NSC's Health and Wellness Program helps refugees, immigrants, asylum seekers and victims of torture connect with needed case management, health care, mental health care, and wellness support. We offer an integrated model of care, matching clients with needed case management, health care, mental health care and wellness support.

Health Access Team

The US health care system is incredibly complex and many immigrants and refugees struggle to navigate it. NSC's health access team provides support to newcomers in areas including: access to care, health insurance enrollment, and advocacy. Our team conducts health-related needs assessments, referrals, and advocates for clients in need of primary, specialty, and mental health care.

- **Accompaniment:** Provide 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 set up, helping clients fill prescriptions, and other supportive roles.
- **Health Education:** Provide information to newcomers around health system navigation and health promotion.
- **Insurance Enrollment:** Provide support in Medicaid and Affordable Care Act enrollment. Become a Certified Application Counselor!
- **Advocacy:** Assist NSC staff to conduct local, state and federal level advocacy to improve access to health care.



Philadelphia Partnership for Resilience (PPR) Team

PPR Collaborative is the only program in Pennsylvania that works with survivors of torture and their families. We use a trauma-informed and strength-based model to ensure survivors have access to medical, legal, social, and mental health services to help clients be on a path of healing. PPR is unique in that we are working in partnership with two other organizations, HIAS PA and BuildaBridge International, with NSC being the lead agency. Through this partnership, we are able to provide a wide-range of programming such as -- therapeutic art groups to free legal representation, to fit the needs of our changing and growing population of torture survivors.

PPR internship opportunities include:

- **Client Accompaniment and Advocacy:** Escort refugees, asylees, and asylum-seekers to health and mental health specialist appointments, government offices, utility companies, banks, and other local offices while mitigating any issues e.g. with language access, purpose of the appointment, how to complete applications, etc.
- **Intensive Case Management:** Assist case managers with eligibility screening meetings, help identify goals, progress and client-centered service plans, coordinate appropriate services with third parties and connect clients to local resources.
- **Research and Evaluation:** Explore, analyze and gather qualitative and quantitative evaluation tools to support PPR programming and to creatively share findings with refugee communities, funders, and service agencies.
- **Group Work:** Facilitate or co-facilitate psycho-educational groups and advisory council groups alongside social or cultural activities every month.
- **Resource and Program Development:** Help develop, implement and facilitate workshops based on community analysis and need. Also help compile local resources to support client access to affordable housing, food, mental health services, recreational activities, etc.

Client Wellness Program Development Team

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.

Tasks related to this goal may 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, ie. religious/spiritual leaders, traditional healers, art/movement therapists, etc.
- Recording referral data in an organized, accessible manner.

Bridge to Wellness Program serving Survivors of Domestic Violence

The B2W project works collaboratively with survivors of domestic violence and their families through the use of a trauma-informed, empowerment-based model. B2W ensures survivors have access to comprehensive medical, legal, social, and mental health services in order to promote self-sufficiency and achievement of client-developed goals.

NSC B2W case management internship opportunities include:



- Intensive Case Management: conducting intake interviews and needs assessment; developing client-centered service plans; creating safety plans with clients; coordinating appropriate services.
- Confidentiality and Documentation: completion of all documentation required by program and funding sources; ensures client confidentiality is maintained.
- Resource Development: support the growth of the B2W referral network including outreach and connection with medical, mental health, housing and social service providers throughout the Greater Philadelphia region.
- Innovative Program Development: Students will be provided the opportunity to undertake an innovative intervention during the course of the academic year. Possible projects could include: planning and implementing therapeutic group activities or outings, planning and implementing training for partners on the unique challenges to immigrant survivors of domestic violence or other opportunities as determined appropriate by the student, school and Nationalities Service Center.

Applicants must be willing to work independently and should feel comfortable working one on one with clients. Basic computer skills are required, including proficiency in Microsoft Office. Applicants must have excellent interpersonal and cross-cultural communication skills. Bi-lingual (English/Spanish) is strongly preferred. Master's level social work students preferred and FSP Coordinator is a Licensed Social Worker who can provide supervision. Please note that this is a case management internship opportunity, as the B2W team does not provide direct clinical mental health services. Preference will be given to candidates who are available at least 24 hours per week.

Family Strengthening Program

The Family Strengthening Program (FSP) is a new program at NSC. This program is offered to any individual and their family who have moved to the United States. FSP consists of a series of workshops which teach participants skills to effectively communicate within their relationships, resolve conflict and solve difficult problems, and address financial concerns as a family. In addition, all participants will be connected to a FSP case manager who will help refer to needed resources and address family concerns as they come up. FSP 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 NSC FSP intern you will develop a variety of direct service and administrative skills. This is a unique opportunity to learn program development skills in a new and evolving program. In addition, FSP interns will work with a variety of cultural backgrounds who speak a variety of languages. FSP interns will learn the skills to utilize interpreter services to effectively communicate with participants. Some of, but not limited to, the duties that FSP interns will be asked to complete 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

Applicants must be willing to work independently and should feel comfortable working one on one with clients. Basic computer skills are required, including proficiency in Microsoft Office. Applicants must have excellent interpersonal and cross-cultural communication skills. Multiple language capacity is strongly preferred. Master's level social work students preferred and FSP Coordinator is a Licensed Social Worker who can provide supervision. Please note that this is a case management internship opportunity, as the FSP team does not provide direct clinical mental health services. Preference will be given to candidates who are available at least 24 hour per week.

Innovative Supports Program for Immigrant and Refugee Empowerment (INSPIRE)

INSPIRE is a new program at NSC that focuses on providing case management and occupational therapy support to clients who are medically vulnerable, including elders, and adults and children with physical and/or intellectual 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. INSPIRE utilize MSW students to provide strengths-based case management support to clients while also collaborating with Masters-level occupational therapy students to provide additional one-on-one interventions.

INSPIRE opportunities include:

- **Intensive Case Management:** 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 and enrollment in community waiver programs, such as Philadelphia Corporation for Aging (PCA), Independent Enrollment Brokers, or Intellectual DisAbility Services (IDS).
- **Confidentiality and Documentation:** completion of all documentation required by program and funding sources; ensures client confidentiality is maintained.
- **Resource Development:** 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.
- **Innovative Program Development:** 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 planning and throwing a baby shower for expecting clients or running a support group.
- **Client Accompaniment and Advocacy:** 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.