



# **JOB TITLE: PROGRAM ASSISTANT – INTERN**

**Location: Hawthorn Hill**

## **ABOUT HAWTHORN HILL**

Hawthorn Hill's mission is to establish and operate housing programs for homeless families with children that help them obtain permanent housing, and to provide services to help families achieve economic self-sufficiency. Hawthorn Hill has two programs: New Directions Shelter (emergency temporary housing) and The Home Connection (long-term housing, usually for 2-4 years).

## **GENERAL DESCRIPTION**

To oversee the proper function and operation of the delivery of quality client shelter services and long-term case management. This includes helping families locate more permanent housing by accessing available community resources. Long-term case management has an emphasis on financial independence and working toward self-sufficiency.

## **POSITION RESPONSIBILITIES**

- Monitors and supervises house affairs, maintains house order, and facilitates the basic needs and activities of houseguests.
- Receives new clients, fills out appropriate paperwork, makes proper file entries, and orients new clients, including house rules, and responsibilities and expectations of the client.
- Work alongside case management staff in providing clients with supportive services and attending community meetings.
- Participates with supervisor and other staff in a team approach in performing necessary household duties to maintain a safe and clean household environment.
- Enforces guest policies and follows staff policies and procedures.
- Performs general administrative functions such as daily log, client file entries, and phone calls.

## **MINIMUM REQUIREMENTS**

- Enrolled in a Human Services, Social Work or related program.
- Strong communication (written, oral, interpersonal), organizational, and administrative skills.
- Excellent analytical and problem-solving skills.
- Ability to perform light housekeeping and occasional lifting up to 30 pounds. Housekeeping duties will include but are not limited to laundry, mopping, sweeping, vacuuming, bathroom and kitchen maintenance as needed.
- Demonstrates understanding of the need to maintain and facilitate clients' and program's confidentiality.
- Ability to manage, negotiate and handle occasional crisis situations.
- Ability to work objectively with diverse populations, treating them with dignity and care.

## **PHYSICAL AND WORK REQUIREMENTS**

- Requires standing, walking, lifting, and bending.
- Work is performed in a service environment.
- May be required to lift up to 30 lbs.
- Must be able to go up and down stairs.

## **BENEFITS OF A HAWTHORN HILL INTERNSHIP**

Hawthorn Hill provides an in-depth experience working with families experiencing homelessness in Polk County. In addition to housing, our program assistants work closely with numerous agencies to help families overcome what caused them to experience homelessness. You will work with and understand how these agencies work together in our community.

## **TO APPLY**

Email your cover letter and resume to Missy Reams, Volunteer & Community Outreach Manager, at [mreams@bidwellriverside.org](mailto:mreams@bidwellriverside.org).

## **COMPENSATION**

This is an unpaid internship.