



## Internship

### Harlem Empowerment Project - Career Counseling Department - Research and Administrative Services

Thank you for your interest in a volunteer remote/virtual internship with the Harlem Empowerment Project (HEP). We are excited for your participation with us. This internship has several interesting possible responsibilities including outreach support, community relations, administrative assistance, career and program research and record maintenance. Interns will help define the scope and content of their internship experience in coordination with a HEP co-director.

#### How to Apply:

- Interested candidates should read this description, review our website at [hep.nyc](http://hep.nyc), and send a cover letter and resume to [PeterS@hep.nyc](mailto:PeterS@hep.nyc)

#### What You Will Gain

- Experience working online with a nonprofit organization engaged in community education and service
- Experience working with adult populations in a service environment
- An understanding of the holistic career process through helping the career counseling staff
- A formal document to share with future potential employers outlining the work that you complete; this document will also be presented by you to our advisory board and/or staff members

#### Responsibilities can include

- Researching career options and career resources
- Client relationship support:
  - Inputting names and data into a spreadsheet (this may include information gathered from event sign-up sheets as well as notes shared by the career staff)
  - Calling clients to verify or schedule appointments for the career counselors
- Community outreach: working effectively with other HEP team members on event and meeting details; researching other nonprofits and sometimes entering data and observations or learnings
- Participating in community outreach and recruitment efforts as needed

- Preparing flyers and outreach materials for upcoming events
- Some evening or weekend hours may be required for follow-up or outreach and community webinar attendance; taking notes to share with HEP staff is part of the process
- Attended HEP team meetings and share your progress with the team
- Collaboration as appropriate with HEP team including staff, teachers and other interns
- Other duties as needed

### **Qualifications**

- Minimum commitment of 18 hours per week for minimum of 6 weeks
- Friendly attitude and willingness to follow directions and procedures
- Technical ability (see below)
- Life experience including a school or work history that represents a good track record (a combination of paid work, prior internship, educational training or volunteering is preferable)
- Able to attend virtual events and/or events in or regarding Harlem or the Bronx
- Comfortable with computers: basic MS Office Suite skills including MS Word, PowerPoint, Excel and Outlook
- Ability to complete research projects on the internet
- Organized, but flexible and able to respond to last minute changes or requests
- Type at least 25 wpm
- Reach out to similar community organizations to build relationships and expand HEP's contact pool.
- Organized and able to take good notes/compile relevant information.
- Ability to communicate effectively via email, zoom, phone, or text.
- Willing to attend educational or technological support.

### **Good to have**

- Experience working or volunteering in a New York City public school environment either for a school or nonprofit group
- Bilingual (speak, read and write), English-Spanish, English - French, English – Creole, English – Chinese (Mandarin); English – Arabic; perhaps others too as aligned with community needs
- Able to lead conversations with clients in a language other than English at the direction of the career counselor
- Some experience making light text updates to a website (e.g. in an online calendar or events page)

### **Preferred Schedule:**

- Tuesdays, Wednesdays, and Thursday, 10:00 am to 4:30 pm (with 1/2 hour lunch break) for a total of 18 hours weekly

## **About Us**

Harlem Empowerment Project is a school-based organization located in Harlem and the Bronx. We work through the public schools and other community organizations to offer career and education services for all adults in the community. Classes are created on an as-needed basis and typically meet in public schools during the school day. Most of our students are parents living in Harlem and the South Bronx, many of whom are seeking better jobs and need to advance their education and/or improve their English language skills. We hold ESL classes for a wide range of levels, from Basic Adult Literacy to High Intermediate; GED/HSE/TASC preparation; job-skills classes and workshops (computer literacy, etc.); and career counseling and job placement.

## **Additional Important Details**

### **Working Remotely with HEP for your internship**

With much of today's workplace functioning virtually, the internship experience is a valuable opportunity to gain experience. While not physically working in the community, you will be working on an agreed schedule and connecting with HEP staff, clients and the community by phone or through virtual platforms.

You will be doing your work from home or another approved location. Remote interns will be responsible to be in ongoing communication with the HEP team through email, online tools like Zoom, phone conversations, webinars, project management tools, spreadsheet updates, text messaging, etc.

For many interns, this can be their first experience working in an independent professional environment. Your gains from the internship will be a direct result of your interest and ability to be and stay self-motivated, organized and mission driven – your work matters to the communities we serve! You will want to be adaptive and creative in how you meet the goals of your internship. Again, the HEP team will work with you to define these goals and outcomes in a formal personal Internship Job Description.

### **Tools you will need:**

- Interns will need a dedicated working computer and reliable Internet access for the hours of the Internship. The computer will need to be equipped with a recent version of MS Office Suite (Word, PowerPoint, Excel) and an up to date Internet browser

### **Your Work Schedules:**

- While there can be more flexibility in the work schedule for a virtual internship, your HEP codirector and you should agree upon formal 'work hours' for internship activities. We are planning on an 18 per week commitment generally three days at 6 hours each but let us know your availability and we will work towards an appropriate agreed schedule.
- Staying in touch – Interns are expected to check their email and text messages daily for communications from HEP and to respond promptly as needed.

### **Tracking Your Success:**

- You will be in contact at least daily by phone or email with your HEP codirector on the days that you are working for your internship.
- You will be providing a weekly written report to your HEP codirector reporting progress

updates, activity, new ideas and next week's goals. This will be either in an email update or input into a shared spreadsheet. The HEP codirector will formalize this with you at the start of your internship. This format may change as per the direction of HEP and as communicated by your HEP codirector with whom you are working. Reporting your progress may include input into summary spreadsheets, and archival on the HEP shared drive of related documents and notes.

**Outcomes or What We Anticipate You Will Gain:**

- Nonprofit missions and service delivery experience in the form of an internship
- Use of your technology skills in a work environment
- Enhancement of soft skills, or other capabilities such as project collaboration, required for career advancement in one's life.
- Heartfelt experience of working with the communities we serve
- A takeaway document to share with your next employer summarizing your internship accomplishments

Updated 6.10.20; note this is a general description and subject to change by HEP.