

Caritas of Austin

Austin, Texas

Mission Statement: Caritas provides a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.

Internship Title: Food and Veterans Services Intern

Responsibilities/Projects: Caritas of Austin's serves persons making the transition out of poverty by assisting them with food services, gaining housing and employment, leading to financial stability. The Food and Veterans Services Intern will support the clients with accessing food and supportive veteran services. Duties and responsibilities may include the following:

- Research area food pantries in the area of the new Caritas satellite location and create resource list for use by low-income families.
- Conduct annual survey of persons utilizing the Caritas Community Kitchen food services.
- Conduct annual survey of Caritas pantry clients.
- Evaluate the amounts of food distributed to Caritas clients from the food pantry.
- Research and create a proposal for scan card products and implementation plan for scan card use.
- Prepare and serve food in the Community Kitchen.
- Assist Caritas clients in accessing the food pantry.
- Participate in a pilot project for the intake process for veterans.
- Make recommendations for necessary changes to the intake process and the documentation to ensure optimum service delivery for veterans and their families.
- Interview veterans applying for services with Caritas Supportive Services for Veteran Families program
- Other duties as assigned by the Program Managers for Food Services and SSVF.
- Complete volunteer timesheets at the end of each month for submission to Program Managers.

Qualifications:

- Ability to work independently, under the direction of the Program Manager.
- Project driven and see projects through to completion.
- Willingness to work with people who possess little to no English skills.
- Friendly, but always mindful that relationships must be professional, not personal.
- Patient, communicating with cross-cultural sensitivity.
- Experience with Microsoft Office, Excel, and internet research.
-

Language Requirement: There is no language requirement for this position although students with a working knowledge of our client languages are strongly encouraged to apply. These

languages include but are not limited to: Swahili, Spanish, Nepali, Burmese, French, Tigrigna, Amharic and Arabic.

Working Conditions: Interns will be working in standard office conditions, including a kitchen, Community dining room and food pantry.

Work dress may include jeans, shirts with sleeves, and closed-toe shoes.
(No shorts, sleeveless shirts or sandals.)

On-Site Supervisor/Mentor:

Nancy H. Ellis
Direct Service Volunteer Coordinator
Caritas of Austin
611 Neches Street
Austin, TX 78767-1947
(512) 646.1283
nellis@caritasofaustin.org

Additional Contact: No additional contact.

Mentorship Plan: Interns will be required to attend Caritas of Austin's Direct Service Volunteer training where they will learn about working one on one with clients, confidentiality, and other service provision information. Each intern will be mentored on a daily basis by the Program Managers for Food Services and Veterans Services. The Intern will be trained by the Program Manager in each aspect of the duties before assuming those tasks on their own. The intern will also be required to attend departmental and all staff meetings.

Preparation: Interns are not required to do any reading before beginning their internship. Below are some recommended resources that he/she may investigate to learn more about what Caritas does and the process toward financial stability.

- Caritas of Austin www.caritasofaustin.org
- Read Nickel and Dimed, by Barbara Ehrenreich
- United Nations High Commissioner for Refugees <http://www.unhcr.org/cgi-bin/texis/vtx/home>
- Movie, *God Grew Tired of Us*
- Movie, *A Place At The Table*

Transportation: The intern will not be required to have their own transportation during the internship.

