INTERNATIONAL INSTITUTE OF NEW ENGLAND INTERNSHIP PROGRAM

The International Institute of New England (IINE) is a 501(c)(3) non-profit organization based in Boston, Massachusetts, with offices in Boston, Lowell, and Manchester, New Hampshire. The mission of the International Institute of New England is to create opportunities for refugees and immigrants to succeed through resettlement, education, career advancement and pathways to citizenship.

The IINE Internship Program offers outstanding opportunities for college students, graduate students, and recent graduates. All internships are unpaid and correspond roughly with the semester system:

**Fall:** September – December (Application due August 1st)
**Spring:** January – April (Application due December 1st)
**Summer:** May – August (Application due April 1st)

**IINE-Manchester Internship**

The International Institute of New England-Manchester offers internships in a number of programs for students with demonstrated interest or experience in serving refugee, asylee, and immigrant populations. An intern can expect to be assigned to one or two of the programs outlined below. Each internship also includes an educational component, through which interns contextualize their experience and reflect on their service. Internships typically involve travel to and from clients’ residences, community locations, and numerous office sites in the Manchester and Nashua area.

**Time Commitment:**
A minimum commitment of 20 hours per week is recommended. Days are flexible depending on intern’s schedule and program needs.

**Programs and Responsibilities:**

**Employment Services:** Help conduct intake, assessment, and document verification of potential clients. Work one-on-one with students enrolled in IINE programs to provide support with resume building, mock interviews, job applications, etc. Research industry trends and job openings. Co-facilitate weekly job classes with Employment Specialist. Participate in employment services activities such as company tours, mock interview days, career fairs, educational workshops, and staff meetings.

**English for Speakers of Other Languages:** Help proctor, evaluate, and record English assignments for new students. Assist in literacy class and other English learning activities. Aid ESOL teachers with class duties as necessary. Attend field trips with instructors and students in the community. Prior ESOL or teaching skills preferred.
Case Management: Assist Reception and Placement (R&P) Case Specialists with client cases. Help facilitate the cultural orientation of newly arrived refugees, including assisting with instruction and implementation of the Cultural Orientation Program. Complete basic administrative tasks including filing and forms assistance. Research appropriate resources for refugees and/or low-income families. Assist in registering refugee children for school. Troubleshoot and problem-solve case-related issues.

Extended Case Management: Assist the Preferred Communities (PC) and Refugee Social Services (RSS) Case Specialist with client cases. Help provide support to refugee families in need of ongoing services by helping to facilitate intakes, assisting in creation of self-sufficiency plans, accompanying home visits, and transporting clients to appointments. Complete basic administrative tasks including filing and forms assistance. Research appropriate resources for refugees and low-income families.

Health Services: Assist Medical Services Specialist in transporting clients to appointments. Help clients to understand the importance of doctors’ visits and taking any required medication for medical conditions. Basic administrative tasks such as data entry into Apricot client management system.

Youth Services: Assist the Youth Services Specialist with school enrollments. Support the parents of the refugee students to understand and help navigate the school system. Help find develop after school programs and possibly work one-on-one with some students. Basic administrative duties and data reporting to show the program development.

Qualifications:

- Interest in international, refugee, asylee, and/or immigrant issues
- Excellent oral and written communication skills
- Experience advocating on behalf of others
- Highly organized with great attention to detail
- Ability to handle multiple tasks and to switch gears quickly
- Professionalism, discretion, and maturity in dealing with confidential information
- Ability to work respectfully in a multicultural environment
- Patience speaking with non-native English speakers/non-English speakers
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint
- Driver’s license and/or car required if driving clients
- Language skills in Arabic, French, Swahili or Nepali highly desirable

TO APPLY: Please send a cover letter, résumé, and list of three references as a single .pdf file, saved as your first and last name, to manchesterinternship@iine.org. Please indicate in your cover letter which programs you are interested in and why. Applications without a cover letter will not be considered.