

UpValley Family Centers



Position Title: Student Intern, Economic Success Program

Employment Type: 8-16 hours/week, non-exempt

Temporary position: Sept 2024- May 2025

About UpValley Family Centers: UpValley Family Centers (UVFC) provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve people of all ages and backgrounds. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at www.upvalleyfamilycenters.org

About this position: The Economic Success Program Student Intern greets clients by phone or in person, and provides information and guided referrals for a range of resources, working in Calistoga at the Calistoga Elementary School campus and in the St. Helena main office. The Intern works collaboratively with UVFC staff, school personnel, partner organizations, and service providers to address community needs. They may be the first person clients meet at the Center. It is the Program Intern's responsibility to help families feel comfortable, listen and assess needs, and provide clients with information and assistance. UVFC's Economic Success Coordinator supervises the Intern. This position is ideal for a person who enjoys working with diverse populations, likes to problem-solve, and gets satisfaction by connecting people with information and resources.

Essential Duties and Responsibilities:

Operations: *(As needed basis)*

- Serve as an initial greeter and screener of clients who visit or call the center.
- Open correspondence and distribute accordingly.
- Maintain a daily contact log of client activity; enter resource and referral services into client database regularly.
- Maintain organization and tidiness of the Family Center, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.

Community Connections & Outreach

- Assist clients by providing information and guided referrals to community resources.
- Collect resource materials and distribute to clients and staff members.
- Maintain up-to-date resource binders of countywide services.
- Distribute program information in the community. This includes tabling events, door-to-door outreach at local apartment complexes, and making phone calls to clients promoting events hosted by UVFC.

Holiday Assistance Program (HAP)

- Assist with coordination of HAP activities from October - December.
- Complete training for HAP application entry.
- Create excel sheets that support application tracking.
- Create and mail out client approval letters.

Health and Wellness

- Complete training to learn about Medi-Cal and Cal Fresh programs, learn about application and documentation requirements.
- Maintain knowledge of Medi-Cal program eligibility and covered services; attend trainings, Health Application Assistors and Advocate meetings and communicate with partner organizations to stay current with accurate information.
- Refer and assist clients with referrals and applications to Medi-Cal and other health insurance services in cooperation with other UVFC program staff. Track outreach/application activities.

Data support

- Complete training to learn UVFC's client database system: Apricot.
- Assist with data entry for programs.
- Adhere to accurate and clean data entry.

Qualifications:

- Be a currently enrolled as a student (as a Senior in High School or enrolled in College at any level through Senior Year)
- Good verbal communication skills in English and Spanish.
- Interest in working with diverse ages and backgrounds.
- Ability to be discrete and keep client information private and confidential.
- Customer service oriented with good attention to detail.
- Punctual, reliable, and can work as part of team.
- Knowledge of word processing, spreadsheet, database management and internet navigation
- Desire to be part of an organization supporting individual and family wellness and working towards solutions that address societal inequities.
- Desire to gain experience working in a nonprofit organization.
- Willing to conduct a fingerprint background check and TB test and receive clearance.

Hours of Work: Our business hours are 8:30 am - 5:00 pm. General work hours will be during regular business hours, though the schedule may vary, including some evenings and weekends.

To Apply: Email cover letter and resume to Lupe Maldonado, Family & Senior Wellness Program Director at lmaldonado@upvalleyfamilycenters.org. Position open until filled. No phone calls, please.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Salary Range: \$20.00 - \$25.00 per hour.

Benefits: Paid sick leave.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.