

## **Her Pantry**

**Title: Student Intern**

**Reports to: Director**

**Hours: Second Tuesday of each month, 5:30PM - 7:30PM, Fridays 8:30 AM - 1:30 PM,**

**Remote work**

Her Pantry is a faith based non profit organization that serves families who are economically disadvantaged. These individuals are frequently also members of minority groups, unemployed, uninsured, educationally disadvantaged, domestic violence survivors, homeless or at risk of being homeless, at or below poverty level, formerly incarcerated, or Veterans.

### **Summary of Position**

Her Pantry is looking for highly motivated interns from a variety of disciplines to help individuals in El Paso and their families. Interns will work closely with the Her Pantry team to assist in providing high-quality in-person customer service and direct client service to the El Paso Community, along with performing other duties as assigned.

### **Minimum Qualifications**

Acceptable Experience and Education: Bachelors or Masters Level students who are working toward a degree in Social Work.

### **Minimum Requirements: Knowledge, Skills, and Abilities**

Knowledge of: General office practice and business English, procedures and methods including computer keyboard operation; English usage, grammar, punctuation and spelling; techniques for effective interpersonal communications.

**Skill/Ability to:** quickly learn, understand and carry out oral and written instructions precisely; maintain confidentiality of information; establish and maintain effective and cooperative working relationships with those contacted in the course of work; read and interpret documents such as rules, and procedure manuals; speak effectively in English; May be required to be bilingual English/Spanish; type 45 to 60 w.p.m. Demonstrate regular and reliable attendance; Work well with others and participate fully in a team oriented environment; Interface with other volunteers and customers in a courteous and respectful manner; Maintain strict confidentiality; Project positive support of the organizations at all times; and, Strong work ethic and a self-starter

### **Key Responsibilities**

Support the non-client and client management aspects of Her Pantry including: preparing and distributing supplies to the community and partner agencies.

Organize and help count and record donations.

Intake of individuals which typically includes obtaining client information, identifying needs and problems, and possibly linking clients and their families to appropriate resources.

Problem-solve with clients, provide ongoing feedback, advice, and encouragement when necessary.

All outreach activities for Her Pantry, such as fairs, vending events.

Presentation preparation, and public speaking in schools and local agencies.

Provide timely follow-up calls and reminders as necessary.

Research community resources.

Support a collaborative team environment, assisting Her Pantry volunteers with other projects as required.

### **Certificates and Licenses Required**

Must have reliable transportation.

### **Other Important Duties**

Performs such other related duties as may be assigned.