



## College Internship Description

**Position Title:** Homeward Bound Intern      **Wage/ Salary:** n/a      **No. of Openings:** 5

**Incentives:** Access to internal employment, networking opportunities, building community partnerships, and professional reference letters.

**Work Schedule:** Varies depending on intern's needs, availability, and assigned department.

General days: M-F

**Hours per Week:** Dependent on intern's need.

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**Our Mission:** Ending homelessness in our community through permanent housing and support.

To learn more about Homeward Bound, please visit <https://homewardboundwnc.org/>

**Reports to:** Khabonina Beresford, Volunteer Engagement Specialist

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### **Position Description:**

A Homeward Bound Intern will support Homeward Bound's work to end homelessness through the **Housing First model** by supporting different programs with their specific needs.

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- **AHOPE Day Center:** At the AHOPE Day Center, an intern would assist staff with the center's function to provide showers, mail, phone service, storage of personal belongings, community resource referrals, and preliminary case management for housing services for people who are experiencing homelessness.

### **Intern Opportunities (2)**

#### **→ AHOPE Capacity Builder/ General Assistant (2)**

- ◆ Interact with and support clients who are experiencing homelessness with dignity and respect on a daily basis.
- ◆ Work alongside a team of regular volunteers and staff at AHOPE, with ability to work at different stations— most often this will be Mail Check or the Hospitality Desk.
- ◆ Contribute to overall cleanliness and organization at AHOPE Day Center.
- ◆ Assist in maintaining our client storage record— keeping systems.

- ◆ Assist with Housing Applications or referencing Community Resources.

→ **AHOPE: Agency Advocacy Assistant (1)**

- ◆ Create graphic content for outreach events.
- ◆ Assist with marketing for and engaging at outreach events.
- ◆ Educate folks on the mission of Homeward Bound WNC and specifics of homelessness.
- ◆ Build position capacity by recruiting and training new volunteers on advocacy position.

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- **Welcome Home Donation Center:** At the Donation Center, an intern would assist staff with the center's function to receive donations from the community and provide furniture and move-in supplies for clients who are moving into housing from homelessness.

**Intern Opportunities (2)**

→ **Donation Center Capacity Builder/ General Assistant (1)**

- ◆ Represent Homeward Bound while speaking with donors when answering/ returning phone calls and during donation drop offs.
- ◆ Work alongside a team of regular volunteers and staff at Welcome Home Donation Center.
- ◆ Help with donation pick-ups.
- ◆ Help with client move-ins, move-outs, and furniture deliveries.
- ◆ Help keep the Donation Center and HomewardBound truck clean and organized.
- ◆ Work with case managers to fill requests and needs of clients.
- ◆ Sort and organize donations.

→ **Administrative Support Specialist (1)**

- ◆ Print new donation receipts/ wish lists/ move-in request forms.
- ◆ Maintain an inventory list of larger donations and help organize lists and schedules for needed donation and warehouse items.
- ◆ Assist in maintaining our client storage record-keeping systems.
- ◆ Run Facebook Marketplace sales: pricing, photographing, coordinating, meeting community members and introducing them to HB.
- ◆ Help with end-of- month status reporting for client move-in requests and Facebook Marketplace sales.

**Internship Learning Outcomes:**

- Intern will enhance career goals by gaining valuable and transferable skills as an educator, researcher, speaker, content creator, mediator, referral resource, and relationship builder within the homeless community.
- Intern will understand the functions and goals of homeless services and the homeless community.
- Intern will further their knowledge of non-profit work, community resources, marginalized communities, and conflict resolution.
- Intern will learn professionalism and customer service skills through contacts with a variety of staff, stakeholders, and community members.

Interns are needed throughout any point of the calendar year. The weekly time commitment is flexible. Interns should be able to provide at minimum 2 hours of service or more per week. Schedules will be pre-approved and arranged on an individual basis. General work hours are Monday - Friday 9:00 am to 5:00 pm EST. We have different locations scattered throughout Buncombe County. Homeward Bound WNC is a growing organization hoping to develop the pool of potential candidates for full-time or part-time employment. We maintain an inclusive and welcoming environment, in which everyone is a valued team member and feels comfortable working together and sharing ideas. It is the people that make Homeward Bound WNC the organization it is— we are mission-driven and passionate about serving our homeless community. We value innovation, integrity, initiative, inclusion, and promoting personal safety and well-being.

### **Qualifications:**

We are looking for interns with an interest in the homeless community, being a team player, and building relationships. Strong communication, organizational, and interpersonal skills are required. Interns should be comfortable with speaking to different types of people and working in a fast-paced environment. Additionally, individuals should be tech-savvy, detail-oriented, and research-interested. Social media and content marketing skills are a plus.

### **How to Apply:**

- Apply on Volunteer Mark for specific internship opportunities (<https://www.volunteermark.com/homeward-bound-of-western-nc>).
- **Submit your application with a cover letter and resume.**
- If you find issues with this method, please email [khabonina@homewardboundwnc.org](mailto:khabonina@homewardboundwnc.org).

*Homeward Bound bases its human resource decisions on objective criteria and we are committed to a workplace that offers equal opportunity without discrimination based on race, color, national origin, citizenship, sex, pregnancy, sexual orientation, gender identity or expression, age, religion, disability, genetic information/medical history, military/veteran status, or any characteristic or condition protected by law, but not specifically mentioned here.*