2-1-1 Internship

CONTACT INFO:
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ORGANIZATION DESCRIPTION
Through a variety of programs and in collaboration with other community service agencies, Community Action Partnership helps individuals and families achieve self-sufficiency and economic stability through programs that focus on:

- high-quality early childhood education
- accessible, affordable dependent care
- addressing barriers to safe, affordable housing and basic needs
- health services and education
- resource connection and navigation

POSITION DESCRIPTION
A 2-1-1 Intern supports the Community Resource Project, a collaborative project between the Community Action Partnership of San Luis Obispo (CAPSLO), the District Attorney’s Victim Witness Office, and United Way of San Luis Obispo. The 2-1-1 service is confidential and available 24/7 via website, phone, or text in over 150 languages. This service is free and helps to connect individuals to services in the community to help meet their needs. There are currently over 900 services/resources included in the 2-1-1 database. The role of an Intern is to educate other community, health, and human services agency staff regarding United Way’s comprehensive 2-1-1 community database. The Community Resource Specialist Intern will develop, manage, and maintain relationships with these entities and will connect people to 2-1-1.

RESPONSIBILITIES AND DUTIES

- Updates and maintains community resources in the 2-1-1 database, ensuring the quality and accuracy of the information
- Updates and maintains social media pages to promote 2-1-1 and agencies in the database, ensuring the quality and accuracy of the information
- Tables events and makes presentations to community groups, schools, and county programs to promote 2-1-1 and its work. Develops a working knowledge of services available in the community
- Tracks data regarding referrals provided, outreach events attended, and presentations provided
- Attends monthly staff meetings and relevant trainings
- Other various tasks relevant to the role that will enhance the 2-1-1 program and/or provide support to the 2-1-1 program and the Community Resource Specialist
QUALIFICATIONS
Students must be in their second year, Junior or Senior year and studying in one of the following areas: Business (Marketing, Sales, Entrepreneurship, etc.), Liberal Arts (Communication Studies, Sociology, Journalism, etc.) or a closely related field of study. The internship opportunity will run from January 2020 to December 2020. We require a minimum commitment of 10 hours per week. Hours will be between 8am to 5pm Monday-Friday with some evenings and weekends (some flexibility is provided to accommodate school schedules and to meet the needs of the position such as outreach events and presentations). Student interns work under the supervision of the 2-1-1 Community Resource Specialist. The internship will be primarily based out of the Supportive Services for Veteran Families office located in San Luis Obispo, CA.

LEARNING OPPORTUNITIES
Interns will develop their:
- Communication skills by connecting with community members through outreach events and through presentations.
- Understanding of the community and the services/resources available
- Social media skills through postings regarding 2-1-1 events.
- Networking skills with community members and local college/university staff
- Problem solving skills -- learning to work independently and come up with ways to connect with students at the local college/university.

Please contact Hollie Wogan by phone or email at 805-544-4355 or hwogan@caplso.org for an interview or for more details about this internship.