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| **Position Description** | **A picture containing drawing  Description automatically generated** |
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| Title | **Intern, FreshStart Program** |
| Reports To | Lead Case Manager  |
| Hours | Vary per student |
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| Kelly Center for Hunger Relief | The mission of the Kelly Center for Hunger Relief is to assist El Pasoans in need with addressing hunger and food insecurity. Kelly’s six primary programming areas are: a five day a week Food Pantry; the FreshStart Program which helps individuals address the root causes of hunger; a Career Clothes Closet; a partnership with local farm Jardin de Milagros for fresh produce; and hunger related Research and Advocacy.  |
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| Introduction | Food insecurity is a significant issue in El Paso, TX, where more than 17% of the county lives in poverty, according to US Census data. The Kelly Center for Hunger Relief is local non-profit organization focused on addressing hunger locally and collaborates with local, regional and national organizations to help relieve food insecurity. The FreshStart Program is designed to help improve the lives of food insecure individuals by helping them identify and address their unique root causes of hunger. FreshStart team members use motivational interviewing and case management, in addition to referrals to services and FreshStart programming, to help individuals reach the goals they set for themselves and ultimately become more self-sufficient.  |
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| Narrative | The FreshStart Program team is looking for highly motivated interns from a variety of disciplines to help food insecure individuals in El Paso and their families. Interns will work closely with the FreshStart team to assist in providing high-quality in-person case management and direct client service to FreshStart members, along with performing other duties as assigned.  |
| Population Served | The FreshStart Program serves adults and families who are food insecure and 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. Because El Paso is a border community, program members may also be immigrants, U.S. residents or U.S. citizens and may not speak English or may speak English as their second language. |
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| Qualifications | Bachelor or Masters level students who are working toward a degree in: * Social Work
* Nutrition
* Dietetics
* Public Health
* Kinesiology
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| Skills | * Excellent verbal and written skills
* Strong client service orientation
* Bilingual Spanish and English (Preferred) – with both verbal and written skills
* Ability to maintain client confidentiality and work professionally with vulnerable populations and economically disadvantaged clients
* Ability to establish appropriate client boundaries.
* Ability to work well both independently and collectively on group projects
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| Key Responsibilities | * Conduct family-centered, strengths-based, culturally competent individualized intakes
* Provide case management for clients which typically includes obtaining client information, identifying needs and problems, and linking clients and their families to appropriate resources
* Help clients set relevant and concrete goals and work toward meaningful outcomes
* Diligently track client progress and serve as an accountability partner
* Problem-solve with clients, provide ongoing feedback, advice, and encouragement
* Maintain records of client interactions and create progress notes for client files, including the use of Charity Tracker and/or other software for client activity logging
* Manage individual caseload, as assigned, providing care that is safe, timely, effective, efficient, and client-centered
* Provide timely follow-up calls and reminders for clients as necessary
* Research community resources for clients
* Support the non-client management aspects of the FreshStart program including: preparing and distributing supplemental food boxes to clients; recruiting participants for social or human capital developing classes (ESL, Nutrition, GED, Active Living, etc.); assisting clients in obtaining clothes from clothes closet; etc.
* Support a collaborative team environment, assisting Kelly staff members with other projects as required
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| Learning Opportunities | As part of the FreshStart team, interns will use and/or be provided additional training on the following topics: * Motivational Interviewing
* Case Management
* Fundraising / Grant Writing
* Crisis Intervention
* Professionalism in the Field / Setting Boundaries with Clients
* Effective Communication (Written and Verbal)
* SOAP Notes
* SMART Goals
* Trauma-Informed Care
* Cultural Competence
* Active Listening
* Practical Self-Care Strategies
* Financial Literacy
* Texas Health and Human Services Application Assistance Navigator
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