

## Street Level Health Project

### **Oakland Worker's Collective Intake Internship**

#### **Organization:**

SLHP is an Oakland-based nonprofit organization dedicated to improving the health and well-being of underserved, urban immigrant communities in the Bay Area. SLHP is "a safety net of the safety net" and serves as a point of entry to accessing health and other services for those most often overlooked and neglected, namely the uninsured, underinsured, and recently arrived. We develop trusting relationships with new immigrants, offer them a place to build a healthy and vibrant community, and empower them to advocate for the wellbeing of themselves and their families.

The Oakland Workers' Collective was launched in March 2012. The Oakland Workers' Collective consists of three components:

- Occupational health trainings which serve as a preventive measure and teach workers how to have a healthy and safe work environment
- Leadership trainings empower workers to become leaders among their day laborer community and giving voice to the issues they face
- Job referrals through phone help give workers the opportunity to be called for a possible job without having to lose a day of work out on the streets.

#### **Responsibilities:**

As an intern with the Oakland Worker's Collective in collaboration with the Job Referral and Development Coordinator, you will have the opportunity to interact and develop relationship with both worker members and employers. This role must be able to flexible and adaptable to working with the different populations and dynamics.

- Staff phone line to answer calls from current and prospective clients and complete client phone intakes and online takes in English
- Evaluation of new employers for potential job matching.
- During phone intake must conduct high in depth screening of client with workers' need and rights in mind.
- Assist in preparing job referral forms for workers.
- Assist in inputting client intakes into our Google Suite Database (Google Sheets).
- Follow up with employers after workers have performed job to receive feedback to further better the program.
- On occasion problems may arise, which require conflict resolution intervention, updating intake notes, and logging such updates into database.
- Answer workers' basic questions (Spanish) under coordinator's guidance.
- Perform basic office administrative duties.
- As needed participate in other program related activities.

#### **QUALIFICATIONS: FLUENT BILINGUAL SPANISH-ENGLISH SPEAKING REQUIRED.**

- Must be outgoing and have effective communication skills.
- Must be adaptable to various interactions between employers, workers, and staff.
- Flexible, compassionate, highly reliable, and a team-player.
- Proficient and comfortable with typing and basic computer programs and Google Suite.
- Must possess good judgment and ask for clarifications as needed.
- Adaptable to fast paced, dynamic, and fluid workspace.

- Willingness to learn about advocacy for immigrant and worker's rights.
- Have or willingness to learn conflict resolution and troubleshooting skills
- Experience with call center, customer service, or similar settings where different types of clients use a phone/email service

**SCHEDULE: Wednesdays from 9AM-3PM and/or Thursdays 9AM-3PM. Applications are considered only if the applicant can commit to the entire shift each week for a minimum of 6 months.**

**GETTING TO SLHP:** Street Level is a 10-minute walk from the Fruitvale BART station, and is on the AC Transit 1R bus route that travels from Berkeley, down Telegraph to downtown Oakland, and then down International Blvd and to San Leandro.

### **Benefits**

This is an unpaid position. The most valuable benefit is knowing that you are actively making a difference. The experience gained working in a non-profit, particularly in one small enough to enable volunteers to see their impact, as well as, hands on interaction with other volunteers.

This internship will support your development in interacting with various community members, learning the inner workings of program infrastructure, and strengthening advocacy skills.

### **Applying:**

Please send an email with your name, resume (if you have one) and description of your interest to [volunteer@streetlevelhealthproject.org](mailto:volunteer@streetlevelhealthproject.org).