



Central Iowa Shelter & Services H.O.P.E. Center Internship

Position Title: Intern

Classification: Part-Time (10-20 hours/week), Unpaid

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Reports to: Hope Center Coordinator

Applications accepted until the position is filled. Interested candidates should submit a resume to Elizabeth Boyer at eboyer@centraliowashelter.org.

Organization Overview:

Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals, and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

CISS has served people experiencing homelessness in Des Moines since 1992. In September 2012, CISS opened its current facility. The facility grew from being 8,000 square feet and 96 beds to 42,000 square feet and 207 beds. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and Project Based Section 8 Voucher efficiency apartments (38 rooms). Along with expanded housing capacity, CISS is also home to an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided three daily meals, access to shower and laundry facilities, and a daily medical clinic as well as individualized case management, life skills instruction, and referrals to other community services. Programming continues to evolve to meet emerging homeless and community needs.

The H.O.P.E. (Helping Others Pursue Excellence) Center exists to support clients both in and out of the shelter. This space includes the food pantry, clothing pantry, and classroom. The food pantry is a member of the DMARC food pantry network and is available to anyone in the community.

Position Overview:

The H.O.P.E. Center Intern collaborates with the Programs Team with the objective to support the mission of Central Iowa Shelter & Services while serving both shelter clients and members of the community. The internship is an academic opportunity to learn about the reality of homelessness in Polk County and Central Iowa; to learn how to make appropriate referrals to CISS services and those offered by community partners; and a chance to connect with people experiencing homelessness and living in poverty and hear their personal stories

and perspectives in addition to the structural attitudes of the institutions they must navigate. This position is part-time between 10-20 hours a week and is unpaid.

Responsibilities:

- Obtain a NIFCAP license from DMARC to operate the intake system
- Input clients into the DMARC system
- Take clients through the pantry following DMARC guidelines
- Restock food pantry shelves with new food according to the FIFO (First In, First Out) system
- Assist the Hope Center Coordinator in ordering food each week
- Understand and follow TEFAP and Food Bank of Iowa guidelines
- Teach job training classes covering topics such as resumes, cover letters, and interviewing skills
- Sort and track donations as they are received
- Help clients wanting to utilize the clothing pantry
- Attend staff meetings and trainings
- Maintain written and oral communication of incidents in accordance with policies
- Adhere to CISS and DMARC confidentiality policies
- Other duties as assigned by supervisor

Qualifications:

- Must be 18 years of age or older
- Desire to work in one or more of the following areas: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, or with those living in poverty
- Written and verbal skills in the English language
- Proficiency in Microsoft Word and Excel; experience working with databases preferred
- Ability to be organized, self-motivated, and resourceful as well as willing to assist the Programs Team in various capacities as needed.
- Ability to perform light housekeeping and lift up to 30 pounds independently

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation in accordance with federal and state law. People who have experienced poverty or homelessness are encouraged to apply.