

Central Iowa Shelter & Services Employment Opportunity

Position Title: Community Engagement Intern

Schedule: Varies

Classification: Part-Time

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

Salary: Unpaid

Reports to: Director of Marketing and Development

Travel Requirements: Travel within the community as needed

Organization Overview: Since 1992, Central Iowa Shelter & Services (CISS) mission has been 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.

Our facility has grown from being 150 emergency shelter beds to 56,000 square feet of supportive housing and services. CISS is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); Section 8 Project-Based Voucher efficiency apartments (44 rooms), and affordable housing (18 rooms). Along with expanded housing capacity, CISS also provides an on-site health clinic, mental health, substance abuse services, food pantry, community kitchen, clothing closet, classrooms, four job training programs and a new 3600 sq.ft. growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a daily medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits.

Programming continues to evolve to meet emerging homeless and community needs in rural Iowa through CISS leadership in the Rolling Hills Coalition (RHC) serving SE Iowa. Programs outside of Polk County ensure we are serving Iowans in their hometown to reduce the need for people to travel to our urban cores for assistance. RHC mirrors services on our main campus in Des Moines and allows for a continuity of operation across multiple geographic areas.

Position Overview:

The Community Engagement Intern will play a vital role in supporting the implementation of new community outreach efforts at Central Iowa Shelter & Services. This position focuses on supporting volunteer and donor engagement strategies including content creation, outreach, and public relations. Ideal for students interested in event planning, marketing, public relations, development, or non-profit promotion, this role aims to increase awareness and engagement with CISS's mission and initiatives.

Key Responsibilities

- Greeting Donors and Accepting Donations
 - Serve as the welcoming face for donors upon arrival, ensuring they feel appreciated and informed about the donation process.
- Assisting Volunteers On-Site
 - Help manage and direct volunteer activities, ensuring volunteers are supported and productive.
- Restocking the Food Pantry and Clothing Closet
 - Contribute to organizing and replenishing supplies to ensure these vital areas are operating smoothly.
- Organizing and Sorting Donations
 - Work through incoming donations, ensuring they are processed efficiently for use or storage.
- Content Creation
 - Compile photos, videos, facts, and program information into social media posts.
- Event Planning and Promotion
 - Assist in planning logistics and promoting CISS events via community engagement and outreach.
- Clerical Duties Related to Volunteer Coordination
 - Support the Volunteer & Outreach Coordinator in managing volunteer schedules and communications.

Qualifications

- Must be a presently enrolled college student working toward a degree in public relations, corporate communications, marketing, non-profit management, or similar area of study.
- Must have reliable transportation.
- Must be over the age of 18 years old.

Technical Skills

- Must have working knowledge of Microsoft Office products such as Outlook, Teams, Word, and Excel.
- Working knowledge of Canva is preferred.

Soft Skills

- Strong interpersonal skills for engaging with donors and volunteers.
- Excellent writing and proofreading skills.
- Organizational ability to handle donation processing and event logistics.
- Enthusiasm for community work and volunteer coordination.

Physical Requirements

- Must be able to lift 35 lbs independently while using safe bending, twisting, and lifting practices.
- Must be able to sit or stand for up to one hour at a time.

