



# internship description: intern – housing and engagement

**northwest**  
youth services

## organization information

**Position Title:** Housing and Engagement Intern

**Location:** Whatcom County

**Reports to:** Enrollment Services Manager

**Hours:** 15-18 hours per week

**Wage Range:** Unpaid, Service-Learning Internship

**Duration of Internship:** 6 months or 2 academic quarters duration

**Women, people of color, transgender individuals, alumni of foster care, those who have experienced youth homelessness and members of other underrepresented populations are strongly encouraged to apply.**

**Mission:** At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

### Core Values:

*Community* – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

*Justice & Liberation* - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

*Humanity* - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

*Accountability* – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

**Vision:** Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

## internship mission

This position contributes to NWYS success by being a point of contact for young adults to enroll in Project BLOOM. The Housing and Engagement Intern is responsible for engaging with young adults at the Ground Floor facility, collecting data on engagement vehicle routes, distributing food on routes, conducting intakes, collecting data for the Housing team, and being a positive presence for program participants.



## learning objectives

This internship will allow an intern to gain experience in building professional relationships with participants through direct service work, outreach, and administrative upkeep duties. The intern will learn about how the NWYS Housing program serves those in the community, and how the systems operate.

## core competencies

To complete the internship successfully, the individual should demonstrate the following competencies:

**Mission Focused:** Incorporate mission into daily activities; communicate mission and interpret application for staff.

**Learning Agility:** Seeks to improve knowledge, skills, and abilities in related service areas. Accepts and is receptive to supervision, accepts direction and integrates feedback.

**Self-Objectivity:** Know personal strengths and limitations; open to and seeks feedback for self-improvement.

**Change Agility:** Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

**Composure:** Respond calmly to stressful circumstances.

**Integrity:** Must be honest and take responsibility for actions.

**High Standards:** Model excellence; hold staff accountable for quality outcomes; require continuous improvement.

**Active Listening:** Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

**Informal Communication:** Clearly articulate information, opinions, and ideas.

**Sensitivity:** Communicates empathy and respect of individuals; ability to be appreciative of diversity.

**Positive Impact:** Have a passion for NWYS' mission and vision; display a positive attitude.

## key responsibilities

- Conduct intakes for Youth Interest Pool (YIP)
- Conduct call throughs for YIP
- Complete training on housing systems
- Accurate data collection and documentation
- Building positive relationships with youth and young adult participants
- Participate in outreach efforts
- Communicate diplomatically and empathetically to all members of Northwest Youth Services and community partners
- Model community-building behavior
- Participate in staff trainings and other learning opportunities that are in alignment with the mission of the organization
- Ask questions and take advantage of learning opportunities

## qualifications

### Minimum Qualifications:

- A passion for Northwest Youth Services mission, values and mission;
- High school diploma or GED;



- Enrollment in Service Learning Course;
- Demonstrate critical thinking and problem solving skills
- Confidence in abilities and desire to excel
- Outstanding organization and communication skills;
- Knowledge of Office software including Word, Excel, Access, Outlook
- General use of office machines
- Ability to work independently and in partnership with team members.
- Must be honest and accountable for one's behavior
- Ability to set limits and appropriately assist to meet the needs of persons served
- Seek to improve knowledge, skills and abilities in related service areas
- Requires proof of full COVID-19 vaccination (may consider accommodation for medical or religious reasons)
- Requires background checks

**Application Instructions:** Please e-mail your resume, cover letter, and application (PDF found at <https://www.nwys.org/jobs>) to [humanresources@nwys.org](mailto:humanresources@nwys.org). In your cover letter please address your experience related to the position and list how you meet the required minimum and preferred qualifications. For more information about Northwest Youth Services please visit our website at <https://www.nwys.org>

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status.