



JOB TITLE: CLIENT INTAKE SPECIALIST - INTERN

ABOUT BIDWELL RIVERSIDE CENTER

Bidwell Riverside has been serving people in poverty since 1893 and provides services to an average of more than 4,200 individuals each month. Bidwell envisions a future where no one lives in poverty and every person has the opportunity for a positive future. Services include: child development center, food and clothing pantry, community garden (fresh produce), and essential household items program.

GENERAL DESCRIPTION

The key purpose of this position is to assist in the food pantry with the initial check-in process and the client intake process. Interns must be available during the following hours: Mondays 9:00am – 4:00pm, Tuesdays 9:00am – 7:30pm, Wednesdays 9:00am – 4:00pm, Thursdays 9:00am – 6:00pm, Fridays 9:00am – 4:00pm and Saturdays 8:00am-2:00pm.

POSITION RESPONSIBILITIES

- Greet families with a kind and compassionate demeanor.
- Handle all information with tact and discretion, recognizing the confidential nature of Bidwell.
- Explain the food pantry process and additional resources to new families.
- Connect clients with immediate needs to specific community services.
- Maintain participant case records, program data and other statistical records as needed.
- Keep resource information and flyers current (internal as well as community).
- Assess eligibility of families for programs provided at Bidwell Riverside Center.
- Perform other duties as needed.

MINIMUM REQUIREMENTS

- Enrolled in a Human Services, Social Work or related program.
- Ability to work objectively with a diverse group of people.
- Strong communication (written, oral, interpersonal), organizational, and administrative skills.
- Excellent analytical and problem solving skills.
- Can handle sensitive information with the highest degree of integrity and confidentiality.

PHYSICAL AND WORK REQUIREMENTS

- Requires standing, walking, lifting, and bending.
- Work is performed in a service environment.
- May be required to lift up to 25 lbs.

BENEFITS OF A BIDWELL RIVERSIDE CENTER INTERNSHIP

Bidwell helps more than 16,000 individuals annually in our food and clothing pantry. Opportunities to work in an economically and culturally diverse environment provides valuable professional experiences related to your degree. In addition, our internship program provides the opportunity to practice active listening skills and interviewing skills.

TO APPLY

Email your cover letter and resume to Missy Reams, Volunteer & Program Coordinator, at mreams@bidwellriverside.org.

COMPENSATION

This is an unpaid internship.