Internship Position: Pre-Arrival Resettlement Intern
Organization Name: Refugee Services of Texas, Austin
Hours per Week: Minimum 20-30 hours
Length: Minimum 1 semester
Dates offered: Summer, fall and spring semester(s)
Compensation Type: No stipend, Mileage reimbursement not available

Agency Description: Guided by the principles of human compassion and dignity, Refugee Services of Texas welcomes refugees, immigrants, and other displaced people and supports them in integrating and thriving in their new communities.

Responsibilities include:

- Apartment outreach to expand the properties willing to work with RST
- Find at least 3-5 additional properties with 3 & 4 bedroom options
- Reserve new apartments for USRP arrivals
- Order utility accounts & meet Texas Gas at unit for set-up
- Order furniture & meet Austin Couch Potatoes at unit for delivery
- Order pre-arrival checks: USRP, furniture, apartment
- Pre-arrival apartment inspection
- Correspondence with apartment complexes when they are not fulfilling their end of the lease- example: cleaning, bed bugs, broken appliances, etc.
- Deliver apartment checks and copy keys
- Follow up with leasing officials, apartments and Clients on issues addressed
- Help in picking up or dropping off clients
- Making files for the scheduled arrivals
- Adding new cases into the RMS
- Be responsible for Resettlement Arrivals sheet, adding and updating
- Add airport pickups to Resettlement Calendar
- Coordinate with VC about pre-arrival needs (apt. setups, airport pickups) for incoming cases
- Help with emergency setups as needed
Qualifications:

- High English language proficiency and fluency is Spanish preferred
- Experience working in sales or real estate preferred
- Experience working with diverse populations desired
- Must have excellent communication skills both verbal and written
- Must be flexible, capable of working independently under pressure with deadlines and managing multiple priorities
- Computer proficient including Microsoft Office applications (Word, Excel, and Outlook)
- Must have reliable transportation and maintain valid driver’s license and insurance coverage for vehicle

As an intern with Refugee Services of Texas, you will gain incredible experience working with some of the most vulnerable population groups in Austin. You will also have the opportunity to work alongside a diverse staff within a growing organization. **All intern applicants must go through a background check before starting position.**

*This is an unpaid internship.* For consideration please submit a resume and cover letter with the subject line Pre-Arrival Resettlement Internship to austin@rstx.org