



## **ACCOUNTING INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Are you detailed-oriented, good with numbers, and dedicated? Then this internship is perfect for you!

Under the direction of the Chief Financial Officer and the Accounting team, the Accounting Intern is responsible for assisting with various tasks to ensure Waypoint's programs run smoothly. Waypoint programs include: KidsPoint Child Care, Homeless & Housing Services, and Domestic Violence Victim Services.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Assist with month-end financial reports
- Post journal entries
- Help with accounts receivable, payable, and bank statement reconciliation
- Balance sheet reconciliation
- Work with the accounting team on yearly forecasting efforts
- Analyze financial data
- Data entry and filing
- Research
- Assist with other accounting duties as assigned

### **REQUIRED SKILLS:**

- Pursuing or have completed a post-secondary degree in Business, Finance, Economics, Accounting, or other related fields
- Proficiency in Microsoft Office applications
- Attention to detail
- Ability to multi-task

### **WHAT YOU WILL GAIN:**

- Real world experience with finance and accounting software
- Skills to utilize in the job market
- The knowledge that your work is making a difference in the community

Contact Brittany Appleton, Event & Volunteer Manager at 319.731.6118 or [bapleton@waypointservices.org](mailto:bapleton@waypointservices.org) with additional questions.



## **DOMESTIC VIOLENCE VICTIM SERVICES INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Are you compassionate, understanding, and passionate? Then this internship is perfect for you!

Under the direction of the Director of Domestic Violence Victim Services Program, the Domestic Violence Victim Services Intern is responsible for assisting advocates with various tasks supporting individuals who have experienced domestic violence.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule. Some evening hours may be available, but are not required.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Administrative
  - Help with filing, data entry, and other record keeping tasks
- Direct client contact
  - Provide emotional support, information, resources, and further assistance victims in navigating the legal and medical system
  - Provide emotional support and resources/referrals during business hours over the phone
  - Meet with clients one-on-one or in group settings

### **REQUIRED SKILLS:**

- Excellent communication and interpersonal skills
- Positive attitude
- Commitment to helping those in need
- Ability to work independently and collaborate with others
- Ability to multi-task
- Ability to be non-judgmental, encouraging, and empowering

A 36-hour training (20 hours online and 16 hours in-person, provided free-of-charge by Waypoint) must be completed prior to starting the internship. Interested individuals must also be able to pass a criminal background check.

### **WHAT YOU WILL GAIN:**

- Direct experience working with individuals in crisis
- Knowledge of medical and legal advocacy and how they impact victim service providers and clients
- Knowledge of various community resources and how they work to support individuals in crisis
- Opportunities to further develop other interpersonal skills while working closely with clients and staff

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## **FAMILY SUPPORT INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization!

KidsPoint Child Care programs (managed by Waypoint) serve over 500 children daily through two Learning Center & Preschools, eleven before/after school sites, and multiple Summer Day Camps. Providing a warm, welcoming environment to children ages 6 weeks through 12 years-old, KidsPoint instills a love of learning through exploration-driven skill development.

Under the direction of the Family Support Specialist, the Family Support Intern is responsible for assisting the Child Care team with various tasks, with a particular focus on families receiving financial assistance who work with the Family Support Specialist.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Administrative
  - Filing and data entry
  - Processing of assistance renewals
  - Research available community resources for clients
- Direct client support
  - Shadow/facilitate home visits
  - Provide timely follow-up calls/reminders for clients as necessary
- Customer Satisfaction
  - Help with analysis of parent satisfaction survey and other data collection
  - Support in development of new ways to train staff and increase parent satisfaction
- Classroom Support
  - Assist in classrooms when additional help is needed
  - Observe activities in various classrooms

### **REQUIRED SKILLS:**

- Excellent communication
- Innovation and creativity
- Ability to work independently while managing multiple tasks
- Proficiency with Microsoft Office tools, Excel in particular
- Experience with children and administration work is preferred, but not required

### **WHAT YOU WILL GAIN:**

- Direct experience working with children and families utilizing child care programs
- Knowledge of both nonprofit and business best practices

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## **HOUSING SERVICES INTERNSHIP**

### **POSITION SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Then Waypoint is the place for you!

Under the direction of the Director of Homeless & Housing Services and staff, you will assist with the daily activities working with individuals experiencing homelessness, near homelessness, and poverty.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Maintain the guests' confidentiality and security of the shelter without compromise at all times in accordance with the Waypoint Confidentiality Policy
- Field and respond to phone calls by inputting/collecting data on calls for emergency shelter, providing information and referrals, taking messages, and providing a triage screening to callers for admission to emergency shelter programs
- Restock supply areas as needed
- Complete requested paperwork and data entry in a timely manner
- Comply with all Waypoint policies and procedures
- Demonstrate a positive attitude and professional manner, both in appearance and actions in carrying out job responsibilities
- Follow WAYPOINT CRISIS COMMUNICATION PLAN completely in crisis situations
- Maintain scheduled internship hours and notify your immediate supervisor personally of absences
- Assist with various program components as assigned

### **QUALIFICATIONS:**

- Pursuing a Bachelor's degree or higher in social work, sociology, psychology, or a related field
- An understanding of the dynamics of homelessness, domestic violence, child abuse, sexual abuse/assault, substance abuse, and mental illness
- A sensitivity to working with families of diverse racial and cultural backgrounds
- Knowledge of poverty and oppression and the ability to provide non-judgmental support

### **WHAT YOU WILL GAIN:**

- Direct experience working with clients in crisis experiencing homelessness, near homelessness, and poverty
- Knowledge of various community resources and how they work to support individuals in crisis
- A deeper understanding of the various factors that contribute to homelessness and poverty in the community

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## HOUSING SENIOR LEVEL INTERNSHIP

### **POSITION SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Then Waypoint is the place for you!

Under the direction of the Director of Homeless and Housing Services and an assigned housing specialist, you will assist in supporting households impacted by homelessness or those at-risk of becoming homeless to stabilize and/or secure permanent housing.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Maintain the confidentiality and security of the facility and program participants without compromise at all times in accordance with the Waypoint Confidentiality Policy
- Maintain professional and respectful behavior and interaction with all program participants and staff at all times in accordance with the Waypoint Ethics Policy
- Field and respond to phone calls, provide information and referrals, and represent Waypoint in a positive way when collaborating with other community providers, clients and landlords
- Provide advocacy and support for clients through individual and group interaction; assist in establishment and monitoring of goals, improvement of skills, and access to appropriate community resources
- Document in individual files and/or logs at stated intervals, according to agency record keeping procedures; maintain and update program files as required by local, state and federal funders, planners and supervisors in a timely manner
- Accurately maintain necessary forms and records and submit in a timely manner

### **QUALIFICATIONS:**

- Senior level or higher of secondary education
- An understanding of the dynamics of homelessness, child abuse, domestic violence, sexual abuse/assault, substance abuse, and mental illness
- Demonstrate a sensitivity to working with families of diverse racial and cultural backgrounds and an understanding of poverty and oppression

### **WHAT YOU WILL GAIN:**

- Direct experience working with clients in crisis experiencing homelessness, near homelessness, and poverty
- Knowledge of various community resources and how they work to support individuals in crisis
- A deeper understanding of the various factors that contribute to homelessness and poverty in the community

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## **HUMAN RESOURCES INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Are you detailed-oriented, good with numbers, and dedicated? Then this internship is perfect for you!

Under the direction of the Chief Financial Officer and the Human Resources team, the Human Resources Intern is responsible for assisting the Human Resources team with various tasks to ensure Waypoint's programs run smoothly. Waypoint's programs include: KidsPoint Child Care, Homeless & Housing Services, and Domestic Violence Victim Services.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Assist Human Resources with projects and new hire orientation
- Make entries into applicant tracking systems
- Performs a wide range of duties with employee records and reports
- Interacts with and provides information to job applicants and employees
- Provides clerical and operational support to human resources
- Maintains high standards of confidentiality of all employee records and information
- Assist with the Project Culture team, working to improve the workplace experience
- Other duties as assigned

### **REQUIRED SKILLS:**

- Proficiency in Microsoft Office applications
- Attention to detail
- Ability to multi-task
- Effective communication
- Collaborative worker

### **WHAT YOU WILL GAIN:**

- Real world experience with the new hire process at a nonprofit organization
- Improved communication and critical thinking skills
- Insight into other duties and necessary skills in the Human Resources field
- Knowledge that your work is making an impact in the community

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## **INFORMATION TECHNOLOGY (IT) INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Are you detailed-oriented, tech-savvy, and good at multi-tasking? Then this internship is perfect for you!

Under the direction of the Chief Financial Officer, the IT Intern is responsible for assisting with various technology-related tasks to ensure Waypoint's programs run smoothly. Waypoint programs include: KidsPoint Child Care, Homeless & Housing Services, and Domestic Violence Victim Services.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Maintenance of hardware, software, and other systems
- Troubleshoot issues with equipment like printers, computers, and servers
- Complete software updates/backups
- Develop new desktops, servers, and applications when needed
- Research hosting/system options
- Maintain updated phone list for the organization
- Perform phone system maintenance
- Troubleshoot issues with emails
- Send relevant IT information to staff as needed
- Responsible for tracking hardware and software inventory
- On-site tech support for staff—may include traveling to other Waypoint locations
- Assist with other IT needs as assigned

### **REQUIRED SKILLS:**

- Pursuing or have completed a post-secondary degree in Computer Science, Information Technology, or other related fields
- Proficiency in Microsoft Office applications
- Attention to detail and the ability to multi-task
- Excellent customer service skills
- Experience with a variety of different technologies

### **WHAT YOU WILL GAIN:**

- Real world experience providing tech support to an organization in the community
- Skills to utilize in the job market

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## **RESEARCH INTERNSHIP**

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you love to make a difference in the community you live in? Do you want to help an agency whose mission is to move people forward? Are you detailed-oriented, analytical, and inquisitive? Then this internship is perfect for you!

Under the direction of the Managing Director of Critical Services or the Managing Director of Child Care, the Research Intern is responsible for conducting research and analyzing results for process improvement and community awareness for Waypoint's focus areas. Waypoint programs include: KidsPoint Child Care, Housing & Homeless Services, and Domestic Violence Victim Services.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule. Some work may be able to be done off-site outside of regular business hours.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Conduct research project(s) as determined by Waypoint staff
- Provide feedback on current project(s) or ideas for future research projects
- Work closely with staff and clients to collect data
- Collaborate with other community organizations when necessary
- Input data into tracking system
- Analyze data and present results to Waypoint staff
- Assist with other tasks as assigned

### **REQUIRED SKILLS:**

- Pursuing or have completed a post-secondary degree in Psychology, Sociology, a science related field, or other related fields
- Previous research experience
- Proficiency in Microsoft Office applications

### **WHAT YOU WILL GAIN:**

- Collaboration on/completion of a research project to include on your resume
- An understanding of the dynamics of homelessness, child abuse, domestic violence, substance abuse, and mental illness and how these factors impact poverty and oppression
- A sensitivity to working with families of diverse racial and cultural backgrounds

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## RESOURCE DEVELOPMENT & MARKETING INTERNSHIP

### **INTERNSHIP SUMMARY:**

Put your energy and passion to use and become part of a local non-profit organization! Do you want to support an agency whose mission is to move people forward? Are you creative, hardworking, and dedicated? Then this internship is perfect for you!

Under the direction of the Chief Development & Marketing Officer & the Event & Volunteer Manager, the Resource Development & Marketing Intern is responsible for assisting the RDM team with awareness campaigns, event coordination, external marketing efforts, and volunteer engagement.

### **TIME COMMITMENT:**

Part-time with flexible hours between 8:00 a.m. to 5:00 p.m. Semester commitments are preferred, but can be adjusted to fit your schedule. Evening and weekend hours may be available, but are not required.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Support marketing efforts for the following awareness campaigns:
  - 10 Red Flags of Domestic/Dating Violence
  - Gentleman Campaign
  - I Believe in Waypoint Campaign
- Assist in planning and executing the following fundraising events:
  - Waypoint Wonderland,
  - May Baskets for the Homeless
  - Tribute to Women of Achievement
  - The Gentleman Campaign Benefit Motorcycle Ride
- Support various marketing efforts, including:
  - Creating, editing, and distributing marketing materials
  - Developing social media engagement plans for Waypoint and KidsPoint Child Care
  - Ensure website content is accurate, engaging, and up-to-date
- Assist with coordination and promotion of volunteer projects
- Other duties related to Resource Development and Marketing efforts as assigned

### **REQUIRED SKILLS**

- Excellent communication, networking, and leadership skills
- Ability to work independently and manage multiple tasks
- Openness to working collaboratively with staff, volunteers, and community members
- Experience in sales, marketing, or event promotion is preferred, but not required

### **WHAT YOU WILL GAIN**

- An understanding of the intricacies of the nonprofit world and nonprofit best practices
- Knowledge of community resources related to child care, housing and shelter, and victim services
- The ability to communicate the program's mission, purpose, and procedures accurately to a variety of public audiences

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