



Chinese Mutual Aid Association

1016 W Argyle Street Chicago, IL 60640
Tel: (773) 784-2900 | Fax: (773) 784-2984
www.chinesemutualaid.org

Workforce Development & Outreach Liaison Intern

Title: Workforce Development & Outreach Liaison Intern

Location: Chinese Mutual Aid Association's office in Chicago's Uptown neighborhood, which is located on Argyle Street between Broadway & Sheridan with the Red line nearby

Reports to: Workforce Development Coordinator & Business Development Manager

Chinese Mutual Aid Association (CMAA) is a pan-Asian social service non-profit agency located in Chicago's Uptown community on the north side of the city. CMAA's mission is to serve the needs, promote the interests and enhance the well-being of underserved & low-income immigrants and refugees from all generations & ethnic backgrounds in the Chicagoland area and to also foster their participation in American society. Visit www.chinesemutualaid.org for more information about CMAA and its services.

POSITION SUMMARY: Helping find jobs for underserve & low-income immigrants, refugees, people with disabilities & people from all ethnic & diverse backgrounds is one of the main job responsibilities of the workforce development & outreach liaison intern. The incumbent will also play a key role in helping the department to streamline processes & creating partnerships with potential employers, community organizations and local leaders.

Full and part-time internships are available, and school credit can be given. Although CMAA is only able to offer unpaid internships at this time, CMAA offers opportunities for team members to attend professional development and community seminars and events.

ESSENTIAL FUNCTIONS:

- Assists with day-to-day operations help
- Compiles clients' and employers' information
- Interviews and helps eligible clients find jobs
- Builds business relationships with new and existing employers
- Represents agency and department at workforce network, employment and community events

RESPONSIBILITIES:

- Plays a vital role in CMAA's workforce department, which is comprised of two job placement programs helping people from all backgrounds in finding jobs
- Contributes to client recruitment, in-take, testing, and skills assessments
- Compiles weekly reports for supervisors
- Plans and executes outreach efforts for various community organizations, ethnic associations, libraries, schools, etc. to educate them about CMAA services and to encourage maximum utilization of services
- Counsels and provides case management for eligible clients
- Builds and maintains relationships with new and existing employers
- Advocates on behalf of CMAA clients
- Identifies needs for core and intensive services
- Other duties as required



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QUALIFICATIONS

- Currently in school or interested in a career change
- Interest in workforce development, human resources, career development, community outreach, management consulting, non-profit management, political science, public policy, non-profit management, and/or working with multicultural populations

KNOWLEDGE, SKILLS AND ABILITIES

- Self-starter who is highly motivated, organized and detail-oriented
- Bilingual in English and either in Amharic, Cantonese, Mandarin, Tagalog, or Vietnamese is an advantage but not necessary
- Ability to exercise good judgment and handle sensitive matters as needed
- Ability to handle confidential information with great care
- Knowledge of customer service practices
- Ability to plan, organize and prioritize projects
- Ability to respond to inquiries and complaints in a timely manner
- Honest and dependable professional who can represent CMAA outside the office
- Familiarity with programs such as Microsoft Office and willingness to learn & utilize new programs and database tools
- Must have patience and be flexible with projects
- Possess strong cultural sensitivity and superior cross-cultural communication skills as CMAA helps people from all ethnic backgrounds

Interested candidates for the position of workforce development intern should submit his/her resume, two references and their references' contact information to Michelle Lura White, Business Development Manager at michellew@chinesemutualaid.org.

Chinese Mutual Aid Association (CMAA) is an Equal Opportunity Employer.