

## MARY'S HOME ADMISSIONS INTERN POSITION DESCRIPTION

<b>Title:</b>	Admissions Intern
<b>Accountable To:</b>	First Impressions & Events Coordinator
<b>Status:</b>	Volunteer position without opportunity for employment

### Organizational Background

Dream Centers is a faith-based non-profit organization founded in 2011 to provide health and hope to people of Colorado Springs who are working to rebuild their dreams. The two entities of Dream Centers are the Women's Clinic and Mary's Home. Mary's Home is a long-term and educationally-focused program for single mother families working to exit homelessness permanently. Mary's Home is a holistic program offering high support and high challenge through trauma-informed practices and research-based modalities.

### Position Purpose & Overview

The Admissions Intern will be engaged in a win-win opportunity, supporting the complex world of Admissions at Mary's Home while also gaining invaluable experience from a residential program setting to enrich her career path. The Admissions Intern will have direct client interaction with applicants, will be creating notes on those interactions, and will be coached in how to grow more skillful in partnerships with potential clients. While Admissions will be the primary focus for this intern, there are many other potential areas of service/need including Child Watch, supporting the Mary's Home Academy, completing administrative work, event planning, and supporting the Mary's Home team in various ways.

Through the many different interactions this intern will have, she will gain awareness of and exposure to client population of single mother families exiting homelessness and practice interacting with these families in a way that demonstrates dignity, empathy, and respect. As there are needs which arise sometimes unexpectedly in the Mary's Home world, this intern will practice the value and posture of flexibility and adaptability to meet needs. This intern will have up-close exposure to the nature of working in a small non-profit organization and how to achieve effective collaboration with multiple teams, consistently practicing teachability in response to staff coaching. Housing may be provided if space is currently available; this can be discussed in the interview process.

### Responsibilities

#### *Admissions*

- After training, review admissions applications for residency
- Conduct phone screenings for new, eligible applicants
- Send emails to applicants who are ineligible
- Call eligible applicants and ask them questions about their applications in a warm and professional manner
- Call eligible applicants and invite them to a first interview, second interview, and/or peer interview (if applicable)
- Take notes via Extended Reach (software program) during interviews
- Send text reminders to applicants for their scheduled interviews
- Respond to any admissions messages in the email (including inquiries or emails forwarded by other staff members or the Hospitality Team)

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- Stay in touch with applicants working through the admissions process via phone, text, or email (answering questions, getting updates etc.)
- Print out admissions documents and put them in the applicant's folders in the filing cabinet
- Update admissions spreadsheet with corresponding colors noting their status and why
- Organize admissions email with corresponding folders/colors
- Remain in contact with Admissions Lead to update them on any new occurrences with applicants or any questions that you have
- Research and maintain a current child care facility referral document
- Print documents and create new applicant folders

### General Internship Responsibilities

- Participate in training and professional development with the Mary's Home Staff when applicable
- Attend Mary's Home staff meetings as supervisor advises and schedule allows
- Complete other duties as assigned, demonstrating an attitude of humility, teachability, and servant leadership (including but not limited to helping with Child Watch, supporting the Mary's Home Academy, completing administrative work, and event planning)
- Maintain excellent communication with multiple people and teams proactively, and demonstrate an openness to receive constructive feedback and adjust accordingly
- Document service hours through VicNet
- Upload documents to Extended Reach

### Requirements and Qualifications

- Follower/disciple of Jesus Christ and committed to personal spiritual growth, in agreement with the Nicene Creed
- Bachelor's Degree in Social Work, Psychology, or related field strongly preferred
- Have a sense of comfortability working with adult women coming out of homelessness
- Has received training or is willing to receive training in trauma-informed care
- Ability to arrive on time and be dependable
- Be a welcoming/professional presence to families, applicants, volunteers, and staff

### Time Commitment

15+ hours/week for 12+ weeks, depending on internship requirements. There is a preference for this role to be filled by an intern for two consecutive semesters because of how training-intensive it is.

### Physical Requirements:

Working Environment	Seldom	Occasional	Frequent
Cold (50° F or less)	X		
Heat (90° F or more)	X		
Gases/Fumes/Dust	X		
Heights	X		
Noise			X
Climbing (Stairs/Ladders)		X	
Driving		X	
Standing		X	
Sitting			X
Walking		X	

# Mary's Home

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Bending			X
Work with Others			X
Working Alone		X	
Crawling or Kneeling			X
Repetitive Movements		X	
<b>Office Machines</b>			
Telephone	X		
Fax	X		
Calculator	X		
Computer/Mouse/Printer	X		
Copier	X		
Dictaphone	X		
Scanner		X	
<b>Moving Heavy Items</b>			
Lifting/Lowering	X		
Pushing	X		
Reaching Over Shoulder	X		
Reaching Forward			X
Carrying			X
<b>Other Requirements</b>			
Visual Acuity: Near			X
Visual Acuity: Far			X
Color Discrimination			X
Hearing			X
Speech			X
Manual Dexterity			X