

Position: QUALITY ASSURANCE INTERN
Hiring Organization: United Way of Salt Lake (UWSL)
Department: 2-1-1
Reports to: 2-1-1 Director
Duration: January 9 – April 28

THE ORGANIZATION

United Way of Salt Lake (UWSL) has made a promise to our community—to change the odds so all children and their families have the same chance to succeed in school and life. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and staff parties make every day unique.

POSITION

The intern will be a critical component of a project the 2-1-1 team is carrying out as part of a contract with the state. The purpose of the project is to determine whether or not individuals who receive referrals from 2-1-1 are getting the assistance that meets their needs as a result of those referrals, and if they are not, what barriers or circumstances were present that made access difficult. The process of the project involves returning calls to recent callers and following up with specific questions about their experience since speaking with 2-1-1. Documentation and reporting is a key component of this project and the responsibility of completing the data accurately would be largely the responsibility of the intern.

This opportunity is ideal for students who are majoring in a Social and Behavioral Sciences major or Social Work major. The intern should be prepared to work in a fast-paced team environment and will finish the internship having gained broad experience in various aspects of human and social services, and nonprofit administration. Minimum commitment January – April. Approximately 12-20 hours/week. The position will be based out of our Salt Lake City office.

RESPONSIBILITIES

1. Learn and understand how to use the telephony and database software 2-1-1
2. Facilitate a follow up survey by phone with all callers who self-select into the project
3. Record data into an existing database software accurately and completely
4. Work with 2-1-1 Director and 2-1-1 Managers to provide insight into reports and identify trends
5. Assist in the evaluation of methods/tools for social services analysis project
6. Other duties as assigned

REQUIREMENTS

- Currently enrolled in social or behavioral science, education, or relevant degree.
- Demonstrated project management skills
- Excellent written and verbal communication skills
- Demonstrated ability to have potentially difficult conversation over the phone
- Proficient with Microsoft and Google suites.
- Demonstrated ability to work in a professional manner with staff, callers and others

PHYSICAL REQUIREMENTS

The employee is regularly required to communicate clearly, and exchange accurate information interpersonally or through communication devices. Must be able to learn new systems and procedures prepare and analyze data and figures; constantly operate a computer and other standard office machinery. The position requires occasional movement throughout the office to access files, papers, or move supplies weighing up to 25lbs. Must be able to remain in a stationary position 75% of the time.

BENEFITS

Upon successful completion of internship, candidate will receive a stipend (and school credit).

APPLY

Send completed applications to jobs@uw.org. Complete applications include a cover letter, resume, and employment application. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers.html>

NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.