

## Client Experience Intern Summer Internship in San Jose LifeMoves

**Position Title:** Client Experience Intern

**Main Location:** Julian Street Inn, 546 W. Julian Street, San Jose, CA 95110

**Time Commitment:**

- **10 weeks: June 12<sup>th</sup> – August 18<sup>th</sup>**
  - Flexible scheduling

**Position Details:**

LifeMoves is one of the largest and most effective providers of shelter and supportive services across Silicon Valley and the San Francisco Peninsula. LifeMoves operates 17 major sites from San Jose to Daly City, providing emergency and transitional housing, along with a breadth of supportive resources to help clients secure a place to call home. The organization serves thousands of homeless clients annually through its "Beyond the Bed" service model -- a proven methodology that has historically delivered a 90% success rate in returning program graduates to permanent housing and self-sufficiency.

Julian Street Inn is the only dedicated provider of services to mentally ill and dually diagnosed homeless adults in Santa Clara County. In addition to a bed and three meals per day, clients receive intensive clinical case management, a robust daily calendar of clinical and skills groups and support toward housing and income opportunities. The intern will work with current staff to identify programming and job development needs and design program features based on best practices research.

**Primary Responsibilities Include:**

- Improve client understanding of available tools to search for housing and job opportunities.
- Improve housing and job development services
- Assist clients through the resume and interview preparation process
- Improve client savings plan program
- Complete special projects and provide organizational support as assigned
- Attend weekly meetings with intern supervisor

**Position Requirements/Preferred Skills:**

- HS Diploma and some college
- Comfort working with the homeless mentally ill community
- Ability to effectively communicate both in individual and group settings
- Active in getting needs met by asking questions
- Strong boundaries
- Very strong writing and proofreading skills
- Attention to detail
- Diligent work ethic, positive attitude, and desire to learn about homelessness

**Learning Outcomes:**

- Hands-on engagement in case management services and programming for one of the largest and most effective non-profit agencies serving homeless populations in the SF Bay Area
- Insight into barriers to employment that affect the homeless community
- How to communicate effectively in a professional setting
- Networking opportunities for career development with LifeMoves staff and partner agencies

**Compensation:** Unpaid

**Supervisor:** Patricia Dolan, JSI Program Director