

**2024 ExxonMobil Foundation Community Summer Jobs Program  
Agency Summary and Job Description  
Employment Services Intern, Memorial Assistance Ministries**

**ABOUT MEMORIAL ASSISTANCE MINISTRIES (MAM)**

Memorial Assistance Ministries (MAM) is a nonprofit organization building stable families, a dynamic workforce, and vibrant communities... together. What started in 1983 as a faith-based effort to help families in west and northwest Houston meet their most basic needs has blossomed into a multi-faceted, community-driven catalyst for hope and change where families cannot only find resources to survive in the short-term, but also thrive in the long-term.

MAM helps under-resourced families become stable and independent through education, training, financial empowerment, and community connection. Our main objectives are to create hope and empowerment for a strong and resilient future. This is accomplished via the following outcomes:

- 1) Helping families become stable through financial assistance and empowerment, resource development, and disaster assistance – Assisting families with rent, utilities, transportation, and clothing bridges the gap during times of need. Helping a family apply for SNAP or TANF lessens the stress of feeding their family. Combining these support systems with financial education programs and individual coaching empowers families to balance their budget and pay bills on time.
- 2) Building a dynamic workforce through Employment, Literacy, and Immigration Legal Services – We know people who speak English and have basic literacy skills are more likely to maintain steady employment. MAM provides vocational training, job coaching, job placement, and other employment services to help people gain the skills and resources needed to earn a living wage. Immigration attorneys assist individuals in applying for permanent legal residence, citizenship, or work authorization.
- 3) Building vibrant communities – This includes improving access to quality physical healthcare, like assistance applying for Medicaid, CHIP, and the Harris Health Gold Card. Additionally, MAM provides vouchers for medical, vision, and prescription assistance at low or no cost to clients through partnerships with local healthcare professionals. MAM also offers free mental health assistance via our mental health counseling staff.

**ABOUT MAM'S EMPLOYMENT SERVICES PROGRAM**

MAM's Employment Services Program equips youth and adults with skills to be successful in the workplace. Through individual coaching, the Employment Certification Program (ECP), and vocational training, individuals gain confidence and experience to become a new or better employee. The end result is a well-trained and dedicated workforce contributing to the Houston economy and families getting on the path to financial stability.

MAM's Workforce ESL helps students enrolled in English as a Second Language (ESL) classes at MAM get new or better jobs. In addition to learning English to increase their employability, students are able to hone their skills and recognize their strengths through individual coaching, workshops, and vocational training.

MAM's Pathways for Young Adults program provides opportunities to young people living in low-income communities to increase their skills, access resources, and seek support to increase their

## **MAM Employment Services Intern (continued)**

employability. Participants access customized job training and career development support so they can focus on obtaining a job which leads to a career path paying a living wage.

### **ABOUT THE SUMMER INTERN**

**Position Title:** Employment Services Intern

**Job Summary:** The intern will work directly with our staff and volunteers to learn the skills to support clients who participate in our Workforce ESL and Pathways for Young Adults Employment Services Program. They will gain hands-on experience with project management, conducting research, developing marketing materials, and working with clients, helping the intern to develop the skills needed to thrive in social service and human resource fields. This work will include projects assisting clients with job market navigation through resume building, workshops, interviewing, and researching other employment opportunities.

**Job Responsibilities:** Responsibilities for the summer intern fall into three categories: Employment Navigation, Special Projects, and Community Outreach. The specific day-to-day job responsibilities are easy to describe, but the impact on our clients must be experienced. The Employment Service area is a fast-paced, changing environment with many variables, providing a challenging and rewarding work experience. By serving our clients, the summer intern develops greater compassion and respect for these clients coupled with a deeper understanding of MAM's services and benefits of a non-profit organization.

Employment Navigation (average 40% time commitment). With assistance from the Director of Employment Services and key staff or volunteers, the student intern actively participates in key client service delivery roles within Workforce ESL and Pathways for Young Adults. The student intern initially shadows staff or key volunteers, assuming greater independence as they become more familiar with the process. Student intern responsibilities include:

- Client Assessment – The student intern meets with new clients of Workforce ESL or Pathways for Young Adults and completes an initial assessment to understand client background, skills, work experiences, desired work preferences, and obstacles to employment. During this initial assessment, the student intern introduces the prospective client to MAM's programs and supports.
- Computer Literacy Coach – The student intern coaches/teaches clients basic computer skills, keyboarding, email set-up, resource assistance, internet use, online job search, and online job application. In addition, the student intern updates job postings and job news.
- Workshop Instruction – The student intern will learn to lead a mandatory Orientation class for new clients. In addition, the student intern assists with other workshops like the Employment Certification Program (ECP) which is tailored to fit the populations participating in Workforce ESL and Pathways for Young Adults. Topics include personal responsibility, knowing yourself (elevator speech), resume writing, job search strategies, interviewing skills, and soft skills.
- Job Coach – The student intern supports Workforce ESL and Pathways for Young Adults clients who wish to improve their job skills, knowledge, and approach to finding their next great job. Based on the intern's abilities, consultation is provided on the following topics: introducing oneself (elevator speech), resume creation, job search strategies, interview skills, and soft skills/professionalism.

## **MAM Employment Services Intern (continued)**

Special Projects (average 40% time commitment). The following projects are available for selection by the student intern, depending on interests, talents, and abilities. Additional projects will become available prior to the intern's start date.

- **Marketing/Communications Plan** – Develop a marketing/communications plan for the Employment Services Program focused on social media, especially Facebook, LinkedIn, and Instagram.
- **International Cultural and Skills Transition** – The student intern surveys a subset of our clients, young adults educated outside of the United States, to develop instructional materials, workshops, and other educational opportunities in order to best support our international clients with successful cultural transition to the workplace.
- **School-to-Workplace Transition** – The student intern researches effective tools and information that will help those who have recently completed high school, trade school or college transition to the world of work. The resulting bundle of information/workshops/teaching tools, we believe, will focus on topics such as: personal responsibility/independence, work ethic, communications with the “old school”, cultural considerations, etc.

Community Outreach (average 20% time commitment). The student intern attends additional training, interdepartmental meetings, and networking events. As a natural next step and as time permits, the student intern explores means to expand our marketing social footprint (i.e., awareness of employment service programs within the community, our partner organizations, our supporting congregations and our client base).

- **Community Relationship Building** – In tandem with programmatic staff, the student intern builds relationships with new and existing clients and supporters located in MAM's 17-zip-code service area.
- **Partnership with Vocational Training** – The student intern researches and identifies existing vocational training programs and scholarship availability to better prepare our clients for the workforce and to increase their earning potential.

## **PHYSICAL DEMANDS**

- Regularly required to talk and hear
- Regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms
- Regularly required to climb stairs, reach, stretch, stand and bend
- Required to have the ability to lift and/or move up to 25 pounds
- Required to remain at their work station for prolonged periods of time

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **WORKING CONDITIONS/ WORK ENVIRONMENT**

- Primary work location is a climate-controlled indoor office environment; however, may also be required to conduct visits in community settings that may require climbing stairs.
- Flexibility for travel related to job requirements.
- Willingness and ability to work evenings and weekends as needed.

## **MAM Employment Services Intern (continued)**

- Provide own reliable transportation with proof of valid driver's license and Texas minimum requirements of auto insurance.

### **APPLICANT QUALIFICATIONS**

- Full-time college attendance as an undergraduate student entering their sophomore, junior, or senior year. Family members of MAM board and staff are ineligible for this internship as well as family members of ExxonMobil and SunWest Communications.
- Flexible schedule to enable participation with possible evening employment instruction.
- Ability to follow directions, work independently, and not afraid to ask questions.
- Strong communication and problem solving skills.
- Outgoing personality and ability to work with a variety of people in a respectful, professional manner.
- Internet savvy and passionate about digital media.
- Proficient with Word, PowerPoint, and Excel.
- Ability to speak Spanish, a plus but not required.

### **SALARY**

- \$15/hour, working a 35-hour week

**Send cover letter and resume to Cecile Joblin, Director of Employment Services via [cjoblin@mamhouston.org](mailto:cjoblin@mamhouston.org).**