



## Emergency Shelter for Families & Centralized Intake Intern (Unpaid Internship)

**Position Title:** Champaign County Regional Planning Commission - Intern  
**Reports To:** Department Program Manager  
**Date Posted:**  
**Location:** CCRPC, Brookens Building, 1776 E. Washington Street, Urbana, IL 61802  
**Position Availability:** Ongoing

### Emergency Shelter for Families (ESF) and Centralized Intake (CI) Intern

Champaign County Regional Planning Commission (RPC) is seeking an intern to learn under our dynamic (Department) team! The RPC is a people-focused agency made up of over 100 programs designed to generate possibilities for all within our community. A great deal of planning goes into creating opportunities where people can succeed on their own, and RPC is doing that work. From analysis to policy guidance to offering services to our communities, RPC's people plan for people. As an intern, the selected candidate will learn about what is involved in providing effective and meaningful services in Champaign County residents in need. **This is an excellent opportunity to gain knowledge and experience that will support future employment opportunities!**

### Internship Experiences:

- Assist Shelter Coordinator to ensure the shelter is maintained in a healthy, safe, and sanitary manner.
- Assist with coverage of the Centralized Intact phone line including prescreening potential clients, scheduling intake appointments, and answering caller's program questions regarding Emergency Shelter for Families and Centralized Intake.
- Work in partnership with case managers who oversee all client documentation.
- Complete intake assessments at walk-in sites.
- Assist with intake paperwork and filing.
- Document all Service provision within 48 hours of service/contact.
- Assisting families with their individual service plans assignments as necessary, which may include accompanying clients to appointments within the agency or other community agencies, resources, etc.
- Assist with preparation and distribution of information and flyers to partnering agencies.
- Keep up to date information on all collaborating partners.
- Other duties as assigned.

#### Community Services

A division of the Champaign County Regional Planning Commission

1776 E. Washington St, Urbana, IL 61802

P 217.328.3313 F 217.328.2426 TTY 217.384.3862 [CCRPC.ORG](http://CCRPC.ORG)

Community Services

### Minimum Requirements:

- Ability to pass criminal background check.
- Valid Driver's License.
- Strong background in customer services and human services with program's target population.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Proficient in English (spelling, punctuation, grammar).
- Ability to follow written and oral instructions.
- Ability to communicate effectively both written and orally.
- Ability to set work priorities and organize effectively to meet deadlines.
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to attend program meetings and/or training as required.
- Ability to react to change productively, and function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to efficiently use computer programs for documentation and data entry as needed.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites
- Conduct field work and travel to worksites as needed
- Sit/stand at a desk 30-40% of workweek
- Lift and carry equipment necessary to complete assigned tasks, approximately 40 pounds.

If interested, please email your resume and cover letter to:

Lisa Benson  
Program Manager  
[lbenson@ccrpc.org](mailto:lbenson@ccrpc.org)

The Champaign County Regional Planning Commission is an EEO/AA/ADA employer. This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the intern position. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.