



Internship Role Description

for Eleven+ Scholar Applicants

Name of Hosting Organization:

Global Cleveland

Internship Role Title:

Newcomer Community Relations Intern

Industry Classification

Nonprofit

Internship Category

Education

Social Justice

Economic Development

Number of roles available:

1

Available to (select any that may apply)

College Student

Graduate Students

Work Location (select any that may apply)

Flexible/hybrid- The role can be a combination of virtual and in-person-(Must be able to come into office location on agreed upon days)

Internship Work Address:

1422 Euclid Avenue, #1652
Cleveland, Ohio, 44115

Many of applicants utilize public transportation. Is the work location accessible by public transportation?

Yes, the work location is accessible by public transportation (Bus/Train)

If you selected yes, the work location is accessible by public transportation please provide additional information such as what bus or train line is accessible to the work location

RTA HealthLine, 8, 11, 14(A), 15, 55, 55B, 55C, 77, 90, 251

Mission of Hosting Organization

"To grow Northeast Ohio's economy by welcoming and connecting international people to opportunities and fostering a more inviting community for those seeking a place to call home."

How does this internship role support the mission/purpose of the organization

Global Cleveland constantly aims to increase the visibility of newcomers and their connection to resources that support their economic, civic, social, and cultural inclusion in Northeast Ohio, making the region an attractive and support newcomers of all backgrounds. By identifying the needs of ethnic communities, making introductions to relevant stakeholders, and promoting the formation of Ethnic Community-Based Organizations, the intern will play a key role in increasing the capacity of our region's ethnic communities to advocate for their needs and connect with relevant support organizations.

What functions within the organization will the intern be working with? For example, this role

will work with Staff Counselor, Finance Staff, and Operations Team

The intern will mainly work with the Workforce and Policy team, with collaborative interactions with Marketing and Programs departments.

Will there be additional networking opportunities within the organization for the intern to gain expose to other roles and functions.

Global Cleveland is well-positioned within city and county government, the economic development landscape, refugee resettlement organizations, wraparound social service agencies, and other stakeholders that will allow the intern to gain insight into many sectors and functions. We encourage our interns to participate in events like Summer in the Land and Young Professionals Week that support their networking.

Anticipated Start Date Tuesday, May 27, 2025

Anticipated End Date Friday, August 15, 2025

Total Number of Weeks for the internship: 12

Total Number of hours per week the intern is expected to work: 20

Workday starts at: (start time or flexible) 9:00

Workday ends at: (start time or flexible) 4:00

Host Organizations website:

globalcleveland.org

Hiring Contact Name Evan Chwalek

Hiring Contact Email evan@globalcleveland.org

Mentor Name Evan Chwalek

Mentor Email evan@globalcleveland.org

Internship Summary

This role involves engaging with newcomers and ethnic community-based organizations, providing them with tools, education, and support to foster the formal organization of their communities. Key responsibilities include managing newcomer-focused programming by coordinating and maintaining databases of volunteers and clients, as well as updating program and participant contact information.

Acting as a primary contact, you will respond to inquiries about programs for newcomers, ensuring accurate and timely communication. You will assist in revising and enhancing program materials, such as

brochures, newsletters, websites, manuals, and forms, to improve accessibility and relevance. Additionally, you will play a vital role in cultivating partnerships with local community organizations and educational institutions, fostering collaboration to support newcomer needs.

To strengthen program delivery, you will conduct research on program-related developments and opportunities. This comprehensive approach ensures effective support for newcomers, helping them integrate successfully into their new communities.

Essential Responsibilities of this role?

- Interview leaders of one or more ethnic community to conduct needs assessment.
- Research stakeholders to address relevant needs
- Conduct outreach to stakeholders to see how their programming can meet the needs of the ethnic communities
- Organize meetings between ethnic community leaders and stakeholders to establish partnerships or other support
- Compile and develop educational materials (webinars, blog posts, newsletters, etc) that assist the formal organization of Ethnic Community-Based Organizations
- Maintain detailed tracking of introductions made and the needs met in the communities served
- Report on best practices so that Global Cleveland can replicate these efforts in other communities

Skill Development Opportunities



Knowledge and skills required for this role

- Excellent writing, communication, and customer service skills.
- Delivers quality work product in a timely manner and meets deadlines.
- Proficiency in MS Word, Excel, spreadsheets, and databases.
- Understanding of management information systems: online database and electronic filing system
- Ability to learn and utilize programs including, but not limited to Gmail, survey monkey and Salesforce.
- General office skills, including typing, filing, answering telephones, scheduling, copying, scanning, etc.
- Effective organization skills, critical thinking, and ability to multi-task.
- Reliable transportation.
- International student or newcomer background and/or foreign language proficiency desired.

What does success look like for the intern at the end of the summer

Success in this opportunity means fostering the effective holistic integration of newcomers and strengthening community connections and that newcomers and Ethnic Community-Based Organizations are empowered with tools and resources to thrive. Successful applicants will develop educational support and/or programming that are well-managed with up-to-date materials, streamlined databases, and efficient support for inbound inquiries and external partnership building.

Partnerships with local organizations and educational institutions lead to expanded resources and collaborative opportunities that support the communities we serve. Research-driven improvements, such as reports developed from findings in focus groups or interviews, ensure programs align with community needs, increasing participation, satisfaction, and volunteer engagement.

Prepared by: Evan Chwalek

Date Thursday, December 5, 2024