

2014 NYC SUMMER INTERNSHIP PROGRAM

DEPARTMENT OF HOMELESS SERVICES

Human Resources - Training Division
33 Beaver Street
New York, New York 10004

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AGENCY DESCRIPTION

The mission of the Department of Homeless Services (DHS) is to prevent homelessness when possible and to provide short term, emergency shelter for individuals and families who have no other housing options available.

UNIT DESCRIPTION

The DHS Training Unit consults with internal (DHS) and external (Shelter Providers) clients to develop training solutions that support individual, group and organizational effectiveness. Training offerings are often a blend of custom training that our instructional designers develop in close cooperation with our clients' subject matter experts, as well as courses delivered by external vendors. The types of training implementation may vary and can consist of one-on-one or small group instructor led training, or large group presentations, online training, or on-site coaching. Our training supports the needs of shelter staff, intake centers, case management personnel, and DHS internal administrative staff. The curriculum ranges from state mandated trainings (fire safety, CPR, etc.) to agency specific soft skills and software training.

POSITION TITLE

DHS Training, Intern #2260

INTERNSHIP RESPONSIBILITIES

The ideal candidate will support the team and participate in all aspects of our training development and delivery. Duties can range from supporting training deliveries, registration, participating in training assessments, evaluating external vendors, participating in on-site visits to evaluate the effectiveness of the training, and supporting trainers in preparing for training deliveries. The working environment may vary and can be within an office environment as well as on-site at a shelter. Applicants should possess excellent communication skills and have an interest in social services and issues of homelessness.

QUALIFICATIONS / SPECIAL SKILLS / AREAS OF STUDY

Computer proficiency in Microsoft office products is required Customer service oriented, flexibility in managing multiple projects and deadlines. Ability to maintain client and agency confidentiality required. Excellent written and verbal communication skills. Self starter, critical thinker, with sound judgment and the ability to prioritize multiple tasks. .

APPLICATION PROCESS

For all applicants, please go to the NYC Careers website and search for Job ID # 147693

SALARY RANGE

Summer College Intern - \$284.50-\$433.50 weekly
Summer Graduate Intern - \$427.50-\$720.50 weekly

ADDITIONAL INFORMATION / COMMENTS

DHS 009 Training Intern