

NYC SUMMER INTERNSHIP PROGRAM 2010

NYC OFFICE OF EMERGENCY MANAGEMENT

Human Services
165 Cadman Plaza East
Brooklyn, NY 11201

Contact: Kristine Gregorek
Phone: (718) 422-8924
Fax: (718) 422-8456
Email: jobs@oem.nyc.gov

AGENCY DESCRIPTION

Established in 1996, the New York City Office of Emergency Management (OEM) plans and prepares for emergencies, educates the public about preparedness, coordinates emergency response and recovery, and collects and disseminates emergency information.

To accomplish this mission, OEM maintains a disciplined unit of emergency management personnel, including responders, planners, watch commanders, and administrative and support staff, to identify and respond to various hazards.

OEM develops contingency plans that guide New York City's response to natural and man-made emergencies, from extreme weather to labor disputes. Each plan focuses on three components of a disaster: preparedness, initial response, and recovery. The purpose of these plans is to keep New York City safe and, following a disaster, to return residents to their daily routines as quickly as possible.

When a plan is activated, OEM coordinates the skills of City, state, federal, and non-governmental agencies, to ensure the plan is effectively carried out. Large-scale citywide emergencies, like a transit strike or a coastal storm, can require the collaboration of dozens of agencies and thousands of emergency responders. Smaller incidents, such as localized power outages or water main breaks, may only require a handful of agencies to complete restoration.

OEM reviews, tests, and revises these plans as intelligence and resources change. The agency enlists subject matter experts from all City agencies, including the Police and Fire Departments, and other non-city groups to advise on aspects of each plan.

The following links highlight the City's guidelines to handle a few possible emergencies:

- 2009 Hazard Mitigation Plan
- Coastal Storm Plan
- Geographic Information Systems (GIS)
- A New York City Population Analysis
- Utilities Disruptions Guide
- Emergency Flash Flood Plan

UNIT DESCRIPTION

The NYC OEM's Human Services Unit produces plans that describe operations for the provision of human services as part of disaster response and recovery. Human Services plans with components in development or recently completed address mass care responsibilities including mass feeding, sheltering (for both pets and people), donations and volunteer management, support for special needs populations, and housing recovery. Ongoing work is focused on strengthening relationships between City agencies and non-profit organizations that provide critical human services.

POSITION TITLE

Human Services Coordination Intern

INTERNSHIP RESPONSIBILITIES

NYC OEM Human Services Unit is responsible for outreach to key non-profit partners and also management of the training for City employees for the NYC Coastal Storm Plan. OEM seeks an intern to conduct two projects of outreach and coordination. One requires contacting our Non-Governmental Organization (NGO) Partners to ensure accuracy of records, and the second involves evaluating and tracking data of City agency

employees trained by the City's Coastal Storm Plan (CSP). This internship will provide an understanding of the City's interagency and non-profit relationships and many of the duties and interactions involved in Human Services work. The intern may volunteer to take on additional projects related to Human Services data management, technology, outreach or planning as needed.

Project 1: Outreach and data updates for Advance Warning System (AWS) website

The AWS website manages email messaging to service providers that work with clients with special needs. Each member agency requires a specific point of contact. The intern will:

- Identify points of contact for member agencies through phone and email contact
- Update points of contact for member agencies in website database
- Additional outreach to new organizations and organizations beyond the needs of the AWS project may be requested

Project 2: Evaluate current protocols and help create new methods for tracking training data related to New York City's Coastal Storm Sheltering Plan, thereby enhancing the continuity and sustainability of the program. Each year the OEM Human Services Unit oversees the training of employees from 19 different city agencies, more than 35,000 employees, to function as emergency staff in the event that the Coastal Storm Sheltering Plan is activated. This training data is tracked in order to facilitate enrollment in on line and classroom courses each season.

- Identify the training data which needs to be captured
- Research sustainable methods to capture, manage and utilize this data
- Identify methods to utilize this data for future training and deployments
- Interaction with city agency CSP liaisons and current CSP training staff

The intern may also volunteer for additional suggested Human Services projects.

QUALIFICATIONS / SPECIAL SKILLS / AREAS OF STUDY

- Strong written and verbal communication skills
- Ability to communicate with a variety of personality types
- Highly computer literate and proficient with MS Office applications
- Ability to leverage existing or simple technology solutions
- Ability to work well independently
- High level of professionalism and organizational skills
- Knowledge of web development, web design, application development, database management or coding is beneficial
- 16 to 20 hours per week for the duration of OEMs Summer internships, June 1st – August 13th

APPLICATION PROCESS

Please email resume and cover letter (in MS Word format) plus 1-2 samples of work to:
jobs@oem.nyc.gov

or

Mail to:
HR Coordinator
NYC Office of Emergency Management
165 Cadman Plaza East
Brooklyn, NY 11201

SALARY RANGE

Unpaid

ADDITIONAL INFORMATION / COMMENTS

Intern is required to make a minimum of three appearances per week.