

Human Services Coordination Intern

Division/Unit: Human Services	OEM Employee to Supervise Project: Michael Schultz
How many interns: (1)	Education Level: Undergraduate Degree (may be currently pursuing)
<p>Background on Project: NYC Office of Emergency Management’s 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.</p> <p>About OEM Human Services: 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.</p>	
<p>Description of Potential Projects/Intern Responsibilities:</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <p>Project 2: Evaluate current protocols and help track 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.</p> <ul style="list-style-type: none"> • Identify the training data which needs to be captured 	

- Assist in capturing and managing this data
- Identify methods to utilize this data more effectively for future training and deployments
- Interaction with city agency CSP liaisons and current CSP training staff

Project 3: Ongoing development of the Human Services Emergency Support Function 6 Emergency Operations Center Guidebook.

- Review and understand NYC OEM emergency plans
- Identify Human Services Specific functions in each plan
- Distill these into a single resource easily understood by anyone stepping into the Human Services role during an emergency activation

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

Requirements/special skills needed:

- 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 24 hours per week for the duration of OEM's summer internship program, June 1st – August 13th

This is an unpaid internship.

Background check is required for all interns.

Interns may be invited to off-site meetings which would require that they either take public transportation or ride with other OEM employees in an OEM vehicle.

Interested Applicants:

E-mail resume and cover letter (in MS Word) 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

Please indicate the position you are applying to.