

VCU World Studies

Virginia Commonwealth University

City of Richmond, Department of Social Services (DSS)

www.RichmondGov.com

Availability: Offered fall, spring, and summer. Bilingual Interpreter, Department of Social Services Southside Community Services Center 4100 Hull Street Road, Richmond, VA 23224 (804) 646-2476

Internship Contact: Carlton Ricks, City of Richmond Department of Social Services Economic Support & Independence Division 900 East Marshall Street, Richmond, VA 23219 (804) 646-7578

Mission: The mission of the City of the Richmond's Department of Social Services (DSS) is: "To strengthen families, assure safety, promote self-sufficiency, and improve the quality of life for all citizens of the city of Richmond through community engagement." Its Vision is: "Empowering all citizens to attain, regain, and sustain healthy independence."

Description of Services: Services at its three (3) locations include: Child Protective Services (City of Richmond); Adoption; Adult Protective Services (City of Richmond); Foster Care (City of Richmond); Emergency Assistance; Energy Assistance; Financial Assistance; Supplemental Nutrition Assistance Program (Food Stamps); Child Care; and Employment Assistance.

Intern Responsibilities: The purpose of the Bilingual Service-Learner Initiative is to further ensure non-English speaking customer access to and benefit from services provided by the Department of Social Services' (DSS) Southside Community Services Center. We believe an intern can play a key related role in: (1) interpreting for the Center's three non-Spanish speaking Customer Service Representatives; (2) interpreting and translating for the Center's intake and field workers; and, (3) following up with customers on behalf of the workers. Language/Skill

Requirements: Other required skills include: an average or above average proficiency in Spanish, especially verbal and listening related skills. Experience in interacting with individuals and families from other cultural or ethnic groups, working in a fast-paced and Page 2 sometimes stressful environment, and handling simultaneous requests for assistance (would serve to further ensure the internship was of benefit to both the intern and DSS).

Hours & Pay: The Center is open from 8:00am to 5:00pm, Monday thru Friday, except on federal and state holidays. The Initiative's intent is to provide effective interpreter/translator coverage by involving bilingual interns in both the customer service intake and field related processes. There is no minimum or maximum number of hours required of each intern. There is currently a minimum need of 1-2 intake interns and 2-3 field interns (during the 45 hours per week the Center is open).

Application Process: Call or email Carlton Ricks carlton.ricks@richmondgov.com, DSS' bilingual interpreter, regarding any questions and/or the need for additional information. All interns will be expected to register with the Mayor's Neighbor-to-Neighbor initiative by going to the following link: www.richmondgov.com/neighbor2neighbor.

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