Covenant House
Charleston, West Virginia

**Mission Statement:** “Covenant House of West Virginia is dedicated to working for justice by offering direct services for people in need while creating social change through advocacy and education.”

**Internship Title:** Emergency Assistant Intern

**On-site Supervisor/Co-educator:**
Name: David Bennett  
Title: Assistant Director  
Email: dbennett@wvcovenanthouse.org  
Telephone: (304) 344-8053 ext. 24  
Mailing Address: 600 Shrewsbury St., Charleston, WV 25301  
Physical Address (if different):

**Additional Contact:**
Name: Ellen Allen  
Title: Executive Director  
Email: eallen@wvcovenanthouse.org  
Telephone: (304) 344-8053 ext. 20  
Mailing Address: 600 Shrewsbury St., Charleston, WV 25301  
Physical Address (if different):

**Duties/Project Description:**
- Determine the eligibility of new clients’ to receive assistance
- Input client’s confidential information into our computer system
- Distribute food, clothing, and haircut vouchers to the homeless and no- to low-income residents
- Oversee and track the amount of bathing and laundry services used
- Oversee and check the amount of inventory used and needed
- Administration Task (Customer service, data entry, referral, file and retrieve mail)
- Assisting with various ongoing group projects
- Assist with harvesting vegetables, tracking, and distributing vegetables from garden
- Provide detergent and token to clients so they may wash their clothes and dry their clothes

**Qualifications:**
- Multi-tasking Skills
- Organizational Skills
- Service Oriented
• Computer Literacy
• Communication Skills
• Computer Database

Orientation Plan:
Initially, you will meet your supervisor first to go over policies, paperwork and review your goals and expectations. Then you will be trained on how to use the computer database correctly. This includes how to input client’s information into the system, along with how to adjust their profile. You will also shadow and be instructed on how to manage the front desk and assist clients with washing their clothes. Also, you will receive a tour of where all needed materials and items are located at throughout the building.

Supervision/Mentor Schedule:
David Bennett typically works Monday – Friday, but his schedule may occasionally vary. He is easy to reach and to get in contact with. However, if you need to talk for a long stint of time scheduling an appointment may work best.

Non-English language requirement?
N/A

Working Conditions:
• Clean Office Space
• Sitting down for most of the day
• Fast-Pace work environment
• Moderate amount of paperwork to compete daily
• May encounter clients with a body odor
• Occasionally assist with laundry
  o Will come in contact with clean and dirty clothing and other material items

Preparation:
• Familiarize yourself with Covenant House’s website
• Read sections of the Charleston Gazette and Charleston Daily Mail newspaper to be up-to-date on current events. You can access the newspaper online.
• Read recent US Census information about the state of West Virginia
  o The purpose is to gain a better understanding of the population and people living here from a statistical stand point
• Read an article written by Ellen Allen, the Executive Director, in the Charleston Gazette newspaper. Click link to view it: http://www.wvgazette.com/article/20140727/ARTICLE/140729427
• Familiarize yourself of the area around Covenant House with the use of Google Maps. Need to know where and how to get to First Presbyterian Church on Leon Sullivan Way and St. Marks Church located on Dickinson St.
Is the organizational accessible via public transportation? **YES / NO**
The organization is accessible via Kanawha Bus Transit system, but the location of your residence may make it more time consuming or challenging to gain access to the bus stop. Also, using public transportation may not be useful or accessible depending upon the hours you work.

**Does the internship require use of personal vehicle? Yes/ No / No, but encouraged**