

Job Description

Position Title	Information Technology Intern
Organization	Samaritan Community Center
Department	Information Technology (IT)
Address	1211 West Hudson Road, Rogers, AR 72756
Supervisor Name	Jennifer Turner and Brad Melton
Supervisor Contact	jturner@samcc.org and bmelton@samcc.org ; (479) 636-4198

OVERVIEW OF ORGANIZATION

Samaritan Community Center is a 501(c)(3) nonprofit with the mission of serving the hurting and hungry of Northwest Arkansas with dignity and compassion. Our vision is to encourage all who enter our doors to find Hope and experience positive life change. We do this by offering a myriad of programs that are inter-connected with the belief that building relationships with our clients helps us to provide input and accountability into their lives.

Samaritan Community Center's role in the food system is to distribute donated, purchased and Samaritan Garden-harvested food directly to food insecure families in Northwest Arkansas. Food distribution via our client-choice food pantries and community meals programs occurs at our two Samaritan Community Center locations (one each in Rogers and Springdale, AR). Samaritan Community Center also provides weekend hunger-relief to extremely food-insecure children (age 5-18) through our SnackPacks for Kids program. Over 5,000 children at 160 participating sites in NWA receive weekly snackpacks. Our food distribution programs carry out activities that identify and target emergency food services to low-income, high-risk populations.

At Samaritan Community Center, we ensure that ALL who enter our doors have access to comprehensive wrap-around support services (social work, rent/mortgage financial assistance, personal hygiene/home goods, assistance with government applications, adult dental care, and behavioral/mental health counseling) free of charge with the goal of moving clients towards stability and out of the cycle of poverty. Please visit our website, www.samcc.org, for comprehensive information on our organization's history and programs. Together, our programs serve over 50,000 hurting and hungry NW Arkansas neighbors each year.

TERMS OF EMPLOYMENT

- A. BACKGROUND CHECKS:** This position requires the following background checks.
 - a. This position requires a drug test and a reference check.
- B. ELIGIBILITY**
 - a. Be a currently enrolled, undergraduate student who will be returning to college as a full-time (12 credit hours) sophomore, junior or senior in the fall of 2022.
 - b. Submit written enrollment verification from their college or university confirming the student's enrollment status to United Way of Northwest Arkansas.

C. WORK SCHEDULE & CONDITIONS

- a. This is a full time (35 hours per week) position.
- b. This position is not eligible for vacation or holiday leave during employment. If a student is sick, they must notify their host site as soon as possible and work out arrangements with their supervisor.

D. BENEFITS

- a. SALARY. The individual shall receive a \$4,200 salary distributed during normal pay cycles (weekly on Thursday) for the duration of employment.
- b. PROFESSIONAL DEVELOPMENT. The United Way of Northwest Arkansas will provide an orientation and two professional development sessions to the employee.
- c. BOARD OF DIRECTORS PRESENTATION. Intern will have the opportunity to meet and present their research project to Samaritan Community Center's Board of Directors at one of the regularly scheduled summer 2022 board meetings. This is an outstanding opportunity to meet high-level leadership and understand the essential function of nonprofit boards in the philanthropic landscape.

E. EVALUATIONS

- a. The employee will receive an evaluation of their performance at the end of their employment from their direct supervisor. The evaluation also includes a self-evaluation and program evaluation.

RESPONSIBILITIES

A. POSITION PURPOSE

- a. Intern will work directory with Information and Retail Systems Manager and Director of Health and Social Services to identify opportunities and provide recommendations for Information Technology improvements that best enable successful food insecurity data collection process and outcomes.

B. DUTIES

- a. Analyze current information technology and processes supporting programs
- b. Interview program leaders and staff.
- c. Observe and document staff and volunteer operations.
- d. Research best practices and consult with industry experts.
- e. Document technology and process improvement opportunities.

C. COMMUNITY IMPACT

Samaritan Community Center is growing and actively engaged in a capital campaign to raise \$14.7 million dollars for a new Rogers Community Center that will allow for program expansion and provide an environment that promotes cross-sector collaboration between organizations. The goal is to provide a "one stop shop" that meets the needs of low-income, at-risk populations and lowers barriers for our clients to access the services they need.

Information Technology, including choosing the correct hardware and software, that meets the needs of our growing organization is MISSION CRITICAL to the future success of our strategic vision. We have been serving the NW Arkansas at-risk community since 2002, and we are confident that our strategic roadmap will better the lives of everyone living in NW Arkansas. We tackle the tough problems head-on and better the community one client at a time. We are

looking to align our program outcomes with those measured by other organizations so that together the meta-data can identify key barriers and gaps in services so that we can work to eliminate barriers that exist on the path to life stability.

QUALIFICATIONS

- A. Willingness and ability for deep learning and logical critical thinking. (what, how, where, who, when, why)
- B. Characteristics the intern should have would include, but not be limited to: sense of urgency, dependable, flexible, low resistance to change, self-starter, willing to engage.
- C. Student is required to have a valid driver's license, current auto insurance, and reliable personal transportation.
- D. Broad understanding of information technologies, including...
 - a. Personal Computers (Multi-vendor, Microsoft Windows)
 - b. Mobile devices (Android and iOS)
 - c. Office applications – email, word processing, spreadsheet, database, presentation, team collaboration. (Microsoft Office 365)
 - d. Data Management Systems

LEARNING OBJECTIVES

A. CAREER DEVELOPMENT

- a. During the first 1.5 weeks of the internship, intern will rotate through all 7 of our programs as well as have the opportunity to meet with Key Leadership and Program Coordinators. This will provide a comprehensive organizational overview as well as a high-level understanding of the nonprofit landscape in NWA.
- b. Opportunity to utilize IT skills and classroom learning in a practical, hands-on environment.
- c. Gain an understanding of information systems and operations management challenges that nonprofits face on a daily basis.
- d. Learn how to evaluate programs, vet existing information systems, and make recommendations regarding new information systems to deploy.

B. SKILL DEVELOPMENT

- a. Time management and IT triage. In any lean and responsive nonprofit, effective time management and the ability to triage tasks is essential to maintaining a functioning organization at the IT level.
- b. Improve organization information systems and processes through researching evidence-based best practices that align with organization objectives.
- c. By working directly with Key Management, the student will learn (among many key skills) how to coordinate projects that require networking and collaborating with both internal and external resources, and how to communicate effectively with many diverse individuals and groups.

C. PERSONAL GROWTH AND DEVELOPMENT

- a. Intern will gain an in-depth understanding of the socioeconomic variables that effect at-risk populations.
- b. Hone presentation skills through several opportunities to present information systems research to organization leaders and board members.

- c. By rotating through our programs and critically thinking about how best to implement information systems that maximally address client needs, intern will develop empathy for hurting and hungry families and will gain a more mature view of the community in which they live.
- d. Self-sufficiency and personal confidence. Samaritan Community Center runs a lean organization. Therefore, intern will be provided with their project overview and supported as questions arise during their research. However, intern will be expected to “run with” their project and manage their time effectively. This will further develop self-sufficiency and personal confidence in their ability to function not only independently but as a critical team member.