

Ongoing Internship Opportunities at United Way of the Greater Lehigh Valley

The mission of United Way of the Greater Lehigh Valley is to provide the leadership, convene the partnerships and develop the resources and solutions that improve our community. We remain committed to these goals and sincerely appreciate the continued support of partners, program providers and donors throughout the Lehigh Valley.

We seek to improve lives and community conditions. We do this by assessing the needs of the community, raising funds and investing in programs, measuring results, and mobilizing people to action.

We have many areas of opportunity for interning in our office and are committed to ensuring our interns receive a real world professional experience that builds their skills, provides meaningful work and meets their school's requirements for credit.

All of our internships are unpaid but we will work with your school if you are seeking a stipend through a community program. All of our internships are flexible within a normal business schedule of Monday – Friday 7:30 AM to 5 PM. We are also highly flexible regarding start and end dates. Most of our internships require a regular presence in our office. A few allow for some remote work. Some require limited travel around the Lehigh Valley to perform advocacy or attend meetings, we reimburse for mileage.

2-1-1 Services: This intern will help manage a database for health and human service resources in the Lehigh Valley. United Way 2-1-1 (dial 2-1-1 on your phone) is a non-emergency crisis help-line, where a call center operator will direct the caller to appropriate services to accommodate a crisis. Emergency shelters, meal centers, senior centers, and affordable child care are some of the services housed in the 2-1-1 database.

This intern will assist with promoting the use of United Way 2-1-1 in the Lehigh Valley, will visit the call center and other social service agencies who use the system, write blog posts for the United Way website, and help update the 2-1-1 database. This opportunity is appropriate for an intern looking to gain real world experience in community relationship building (mostly on the phone), grassroots organizing, advocacy for social causes and compiling/collecting data.

Accounting: This intern will be given accounting and finance related projects such as documenting our accounting processes and assisting with AP and AR processing. They will be given an opportunity to participate in the preparation of financials for committee meetings, attend those meetings, go along on bank deposit runs, and shadow other members of Finance as they conduct bank reconciliations, journal entries and budgetary work. This opportunity is appropriate for an intern or a volunteer looking to gain real world experience in the very specific nature of non-profit financial accounting, including understanding tax filings such as the 990. But we are also a business and this internship will also provide hands-on experience with AP, AR and cash flow planning using the accounting software package Financial Edge.

Database Administration: This internship will be given projects such as scrubbing, entering, importing and exporting data in our donor database – StratusLive which is written in Microsoft Dynamics CRM. They will be given an opportunity to participate in the writing of code, macros and queries in Microsoft Dynamics CRM and MS Excel designed to manipulate, sort and analyze data. If desired, we can additionally give the opportunity to explore customer data analysis experiences, including customer targeting and segmenting and report building. This opportunity is appropriate for an intern looking to gain real world experience in the management of customer data and specifically in the use of Microsoft Dynamics CRM.

Digital Marketing: This intern will be assigned distinct marketing projects such as social media campaigns, e-mail newsletters, digital appeals creation and website maintenance using content management software. This opportunity is appropriate for an intern looking to gain real world experience in social media and digital marketing.

Education: We offer a range of education related internships that can be shaped to meet the talents of the intern. United Way places a strong focus on early childhood education. Opportunities include working with projects such as Strive for Five, KinderCamp, Summer Tutoring, Ready for Kindergarten and Community School programs. These opportunities are appropriate for an intern looking to gain real world experience in community relationship building, grassroots organizing, research, advocacy for social causes, promotion of services and meeting facilitation.

Food Access: This intern will help manage United Way's work in the area of Food Access. Tasks include attendance at Lehigh Valley Food Policy Council meetings, visiting organizations and writing blog posts that address hunger and food insecurity, assistance in tracking data related to food insecurity, working with community partners to help develop

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strategies to address the issue. Skills in research, mapping, and communication will be helpful in this internship. This opportunity is appropriate for an intern looking to gain real world experience in community relationship building (mostly in person), grassroots organizing, advocacy for social causes and meeting facilitation.

Graphic Design: This intern will be given distinct graphic design marketing projects such as logo development, business cards, internal branded templates and informational print materials. Interns will have specific works they can point to as their own. This opportunity is appropriate for an intern looking to build a portfolio as well as gain real world experience in the application of classroom learned software/techniques. The United Way branding guidelines are very specific, so this opportunity provides experience in finding creativity within specific bounds.

Healthy Aging: This intern will help manage United Way's work in the area of Healthy Aging. Tasks include attendance at Alliance on Aging meetings, visiting organizations and writing blog posts that address healthy aging, assistance in tracking data related to healthy aging, working with community partners to help develop strategies to address the issue. This opportunity is appropriate for an intern looking to gain real world experience in community relationship building (mostly in person), grassroots organizing, advocacy for social causes and meeting facilitation.

Marketing and Communications: This intern primarily researches and writes blog posts and news releases related to work in a specific impact area. Impact areas include Education, Healthy Aging, Food Access and Emergency Services. Opportunities also exist to provide public relations related to our other work including public policy, advocacy, staffing changes, events, campaign achievements and donor/volunteer recognition. Video directing and production can also be incorporated if desired. This opportunity is appropriate for a marketing and communications major looking for real world experience in public relations, writing and video production and an opportunity to build out a portfolio of work.

Measurement and Evaluation: This intern works closely with our Assistant Director of Measurement and Evaluation on projects related to data collection and analysis as it relates to our areas of work: healthy aging, food access, education and emergency services. This opportunity is appropriate for an intern looking to gain real work experience in the gathering, analysis and presentation of socio-economic data.

Public Policy: This intern works closely with the registered lobbyist we keep on staff, projects include interpreting policy and writing policy briefs, writing blog posts to encourage advocacy and assisting with the facilitation of the Public Policy and Advocacy Committee meetings. There are opportunities to interact with the offices of local legislators as well as accompany the staff lobbyist to meetings with legislators. This opportunity is appropriate for an intern looking to gain real world experience in community relationship building (mostly in person), grassroots organizing, advocacy for social causes and meeting facilitation.

Resource Development: This intern will assist with our fundraising efforts. There will be assignments related to donor research and segmentation, preparing for asks and presentations and developing content for appeal and acknowledgement communications. Interns won't make direct asks unless they wish to, but will have plenty of opportunities to accompany fundraisers on presentations and asks. This opportunity is appropriate for an intern looking to gain real world experience in fundraising, donor stewardship and donor data management. It's also a great opportunity for any student pursuing sales.

Volunteer Services: This intern will help grow the volunteer opportunities available to the community. Tasks include matching United Way constituents with appropriate volunteer opportunities. This person will work closely with The Volunteer Center of the Lehigh Valley in Bethlehem but will work at the United Way of the Greater Lehigh Valley office in Allentown. This opportunity is appropriate for an intern looking to gain real world experience in general non-profit administration and management, specifically volunteer administration.

How to Apply

Send your resume and/or letter of interest to:

United Way of the Greater Lehigh Valley
Attention: Mary Terp, Director, Human Resources
1110 American Parkway NE Suite F-120
Allentown, PA 18109
maryt@unitedwayglv.org
610-807-5712

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