

JOHS Human Resources Internship

College to County Intern 2024 - Joint Office of Homeless Services

Pay Rate: \$24 per hour

Job Type: Temporary College Intern

Duration: Summer 2024 - Starting in June - 12 weeks

Hours: 20 - 40 hours a week

Telework: Fully Remote

Building Physical Location: Gladys McCoy Building 619 NW 6th Ave
Portland, Or

Does This Position Require Driving a County Vehicle? If so, please explain why and frequency: No

TriMet Passes are available if transportation to County facilities is required.

Eligibility requirements and more details found on our [College to County website](#).

What Does the Joint Office of Homeless Services Do?

The [Joint Office of Homeless Services \(JOHS\)](#) oversees the delivery of services to people experiencing homelessness in Multnomah County. The office represents a shared commitment between Multnomah County and the City of Portland to make it easier for those in need to access services and housing.

The JOHS Human Resources team builds and supports a thriving workforce of over 90 employees. We ensure the department achieves its goals through equitable recruitment, onboarding, training, performance planning, retention, records keeping and employee engagement. We work in collaboration with the union and managers, and other departments, to

ensure we are providing equitable services consistent with county values, practices and rules.

Internship Description & Responsibilities:

This internship will assist the JOHS Human Resources team in launching a retention strategy focusing on conducting, analyzing, and reporting on comprehensive stay interviews for the department. Stay interviews are interviews with current staff that provide valuable insight into the employee experience of what is going well and what could be improved. The person in this internship will be given the opportunity to help JOHS build this process from the ground up and implement a long term process.

Primary Responsibilities of this internship:

- Conduct research on current best practices of stay interviews.
- Collaborate with JOHS Human Resources team and JOHS Equity team to develop, create, and implement a stay interview program that aligns with exit interview program.
- Research, create, and implement tracking and reporting for stay and exit interview programs.

Other duties may include:

- Assist in reviewing the current tracking systems and website, and make suggestions for improvement
- Assist in preparing spreadsheets, presentations, email communication, and other written material.
- Prepare presentations using various software programs, in Google Suite and Google Slides
- Attend and participate in staff meetings and trainings/workshops
- Attend Department planning meetings relating to Training and work

Learning Outcomes:

- Coordinating a project with you that will be mutually beneficial for you and Multnomah County.
- Connecting you to key staff who can help deepen your understanding of public service, human resources, leadership, and employee retention.
- Gain valuable applied experience and make connections in



professional fields you are considering for career paths.

Education and Minimum Qualifications:

- Candidates should have completed or enrolled in a college/university academic institution.
- Coursework in Human Resources, Business, Project Management, Organizational Change, or organizational skills
- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#))
- Ability to communicate with customers and team members via phone, email, or in person
- Ability to both follow directions and work independently
- Ability to work cooperatively and develop effective working relationships with diverse work groups.
- Familiarity with Google Suite (e.g., Gmail, Calendar, Meet, Drive, Docs, and Slides).

Workforce Equity:

Our Commitment to Safety, Trust and Belonging: Multnomah County is committed to developing, nurturing and continually improving workforce equity by identifying and addressing the structural and policy barriers to equal employment opportunity faced by our employees and communities. Learn more by reading our [Workforce Equity Strategic Plan](#) and exploring our [Core Competencies](#) for all County employees.

Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this



recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position through the form also located on this [website](#). The deadline for submitting an online application is March 25th, 2024.