

National Family Planning & Reproductive Health Association

POSITION DESCRIPTION

SERVICE DELIVERY IMPROVEMENT INTERN – WINTER 2019/SPRING 2020

Last updated: October 28, 2019
Position Title: Service Delivery Improvement Intern
Supervisor: Director, Executive Office
Status: Non-Exempt, Intern

SUMMARY

NFPRHA is seeking candidates for a graduate student intern that will play an integral role in carrying out a wide range of projects related to supporting publicly funded family planning and sexual health providers. Specifically, the candidate will assist in efforts to improve operational efficiency and enhance the capacity of family planning providers to deliver high-quality, evidence-based services in a variety of delivery settings.

REQUIRED TIME COMMITMENT

The Service Delivery Improvement (SDI) Intern will commit 22.5 hours per week during the spring 2020 term (January – May 2020), with the potential to begin in November or December 2019 if the intern has the availability. Start/end dates and working schedule are flexible. This intern will be required to attend NFPRHA's National Conference from March 8-11, 2020 in Washington, DC; staff will work with student interns to accommodate for class schedules during this time.

KEY RESPONSIBILITIES

NFPRHA staff rely on interns to make substantive and supportive contributions to our work. The SDI Intern will support staff with key responsibilities over the course of the semester including, but not limited to, the following:

- Assist with resource development;
- Conduct literature reviews;
- Support SDI staff conducting trainings, speaking engagements, and other events, including logistics, content management, and tracking;
- Collate and analyze evaluations from trainings and other events;
- Research and draft articles for NFPRHA's weekly newsletter;
- Monitor and track industry news;
- Track federal funding opportunities for members;
- Attend briefings and meetings on behalf of staff; and
- Update NFPRHA's website.

SKILLS AND ATTRIBUTES

- Steadfast commitment to NFPRHA's mission.
- Outstanding attention to detail.
- Strong verbal and written communications skills.
- Capacity to accept feedback and adjust as needed.
- Strong research and analytical skills.
- Demonstrated problem-solving skills and ability to adjust strategies in real time.
- Ability to work collaboratively on projects with multiple supervisors.
- Demonstrated ability to meet deadlines and manage changing priorities.

- Innovative thinker who is interested in sharing and implementing new ideas.
- Excellent customer service skills.
- Comfort working with computer software and proficiency in Microsoft Office Suite.
- Basic HTML knowledge or an interest in learning.
- Ability and desire to work with people of diverse backgrounds.
- Desire to gain nonprofit experience.
- Self-starter.
- Graduate coursework in public health, health administration, or related field.

COMPENSATION:

The internship is paid. NFPRHA will also work with student interns and their universities to provide credit for the internship if requested. Graduate student supervision is available for a variety of fields.

HOW TO APPLY:

Submit a cover letter and resume to Illysa Schrager at jschrager@nfprha.org; please include "Service Delivery Improvement Internship" in the subject line. Applications will be reviewed on a rolling basis. No phone calls.