



Change Management Assistant Intern

Department of County Human Services - Aging, Disabilities, and Veterans Services Division

Long Term Services and Supports

Intern Job Title: Change Management Assistant Intern

Department/Division: DCHS/ADVSD

Pay and Duration: \$20 hour/30-40 hours a week

Supervisor: Lesley Delapaz

Site: Virtual/6 ADVSD offices throughout Multnomah County

Will the Intern drive? Optional

Program Summary:

The Aging, Disability and Veterans Services Division (ADVSD) promotes and provides older adults and people with disabilities with services and programs that encourage independence and dignity. ADVSD administers Title XIX (Medicaid), Long-Term Services & Supports, Older Americans Act and Oregon Project Independence programs. In addition, branch offices perform eligibility determinations for Presumptive Medicaid Disability Determination, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Temporary Assistance for Domestic Violence Survivors, Refugee cash program, and the Oregon Health Plan. Local offices are responsible for providing appropriate social, health care, financial and protective services to all eligible persons in the least restrictive and most cost effective and appropriate environment. [Link to website.](#)

Internship Description:

This internship provides an excellent opportunity for an individual interested in enhancing their knowledge and experience in change and project management, training and program design, and meeting facilitation with an emphasis on [building safety, trust and belonging](#) in the division. Through mentorship and under general supervision, the successful candidate will be responsible to complete specific projects and a variety of ongoing assignments to help develop their knowledge and skills while assisting the Change Leader.



Some of the various projects and responsibilities may include:

Communication

- Design a communication plan that reaches a diverse stakeholder group utilizing websites, email, and other media
- Create, edit, and share communication content
- Maintain open communication with local Self Sufficiency Change Leader

Facilitation

- Prepare and give presentations using various software programs, including PowerPoint and Google Slides
- Develop skills in active listening and having difficult conversations
- Develop, plan and facilitate small and large group activities that encourage BIPOC staff attendance and participation

Meetings and Workgroups

- Gain exposure via active participation in meetings, trainings, workshops, and collaboration across multiple agencies in the government sector, specifically Multnomah County Department of Human Services and Oregon Department of Human Services
- Work collaboratively with other interns and staff at both county and state level
- Identify and coordinate training and learning opportunities for staff

Change and Project Management

- Research, design, and facilitate communications/training: “Intersections of change management and project management”
- Support the organization of a digital archive of Change Leader body of work
- Generate a recommendation document and presentation at the culmination of the internship for presentation to ADVSD staff

Skills and Abilities

Required

- Comfort navigating established and new technology platforms
- Excellent writing, editing, and research skills
- Ability to work cooperatively and develop effective working relationships with diverse work groups
- Ability to communicate effectively via phone, email, virtually, or in person
- Strong interpersonal, person-centered and culturally responsive skills
- Respect for and ability to work with individuals with varying life experiences
- An ability to incorporate a racial equity lens into all internship functions and considerations
- Self-directed and organized with ability to set timelines and meet goals
- Commitment to maintaining confidentiality and professionalism
- Creative self-starter who enjoys a collaborative work environment



Useful

- Ability to prepare written materials using various software tools
- Ability to frame and draft cogent messages
- Application of popular education principles in the development of trainings for adult learners
- Application of an equity lens in program and training design
- Pursuing an undergraduate or graduate degree in communications, change management, organizational development, or other related field
- Working knowledge of Google applications (Docs, Drive, Forms, Slides, Sites, etc.), MS Windows, PC environment, MS Word, & Excel

Working Conditions of the Job:

- This is a majority sedentary position
- Problem-solving: Problems are typically recurring and routine and are solved using established practices, policies, procedures and instructions
- Management of stressful situations: Contact with people in highly stressful or emotional situations.

Time/Schedule Requirements:

A weekly Monday – Thursday schedule with flexibility, if needed

Internship Outcomes:

- Opportunity to
 - Develop project management and change management skills
 - Work with staff ranging from reception to executive leadership
 - Incorporate equity and inclusion lens into government settings

COVID-19 Vaccination Requirement: To protect the health of the community and employees, Multnomah County requires employees to be fully vaccinated against COVID-19 or have an approved medical or religious exception as a qualification of employment.

The rule applies to all employees, as allowable by law. Candidates who receive an offer of County employment must provide proof of vaccination upon hire or submit an exception request prior to their start date.

**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 at this [website](#). The deadline for submitting an online application is April 3rd.