



PCJ499H Individual Internship Terms of Reference: Jumpstart Refugee Talent

The Organization: [Jumpstart Refugee Talent](#) is the only national refugee-led organization dedicated to advancing refugee economic inclusion. Founded in 2016, we focus on the economic empowerment of newly settled refugees in Canada by facilitating meaningful employment and entrepreneurial opportunities. Jumpstart has hosted 15+ interns from PCJ over the last 3 years, will you be next?

Outcome: Working closely under the guidance of the Senior Manager of Programs & Strategy, the selected intern will gain valuable experience in taking responsibility for researching, data management, program delivery, and other tasks as well as proposing new ideas and strategies to support program development.

Role: Program Development Intern

Jumpstart is seeking a bright, passionate, self-starter for a **3-month internship** (Sept 8 – Dec 7) for one of our various programs to support refugees to find economic inclusion, including our Welcome Talent Canada mentorship program, our Refugee Talent Hub employment program, our Client Relations team, and others. Our programs aim to provide refugees across Canada with the tools and resources they need to help them jump-start their professional careers in Canada and find meaningful employment opportunities. Working closely under the guidance of the program lead and the Manager of Program Development, the intern will gain valuable experience in taking responsibility for researching, data management, program delivery, and conducting an assessment of the program as well as proposing their own ideas to support program development.

During your internship, you will:

- + Be part of a refugee-led organization that is recognized on a national and international level
- + As part of the Jumpstart family, make a positive impact on the lives of refugees in Canada.
- + Have the opportunity to share your ideas and feedback as well as participate in the organization's overall decision making and strategic planning. At Jumpstart, we value all our volunteers'/interns' experiences and input
- + Have the opportunity to meet and network with inspiring refugees and leaders in various professions
- + Be able to contribute to the success of the program and make recommendations for process improvement
- + Be able to work remotely, flexible hours, at your own pace
- + Receive valuable training in working with vulnerable communities, program management and technology (i.e. Salesforce CRM, Microsoft 365, Teams, SharePoint, Zoom. Etc.)

Responsibilities include:

Program Development and Delivery (60%)

- + Assist in matching refugees with mentors in their field and facilitating introductions, or identifying candidates for relevant employment opportunities
- + Assist in CRM development and database management as needed
- + Collect data to analyze and translate into actionable insights

Program Monitoring and Evaluation (20%)

- + Conduct follow-up with participants and input tracking data for mentorship pairs, or with candidates and employers
- + Conduct research, program evaluation and track key performance indicators
- + Make recommendations for changes and improvements to program delivery and measurement tracking
- + Make recommendations for increasing recruitment, participation and engagement

Outreach (15%)

- + Support development of infographics, posters and other documents as needed
- + Support event planning and design to ensure stakeholders are active and engaged
- + Play a leading role in organizing webinars by producing engaging content working closely with the program lead
- + Conduct outreach for recruitment and events

Reflective Essay (5%)

- + A short essay (500-1000 words) in which you describe the internship experience and reflect on its applicability to the PCJ academic program (to be graded by the PCJ Program).

Location: *Remote until Further Notice - Subsequently based out of WeWork office @ 176 Yonge St, Toronto, ON, M5C 2L7

Duration: 3-month internship (September 8 – December 7). **Part-Time position with flexible hours(8-10 hours per week)**

Note: This position is unpaid, however students will be enrolled in PCJ499H1F and receive 0.5 FCE academic credit upon successful completion of the internship.

***Application Deadline:** August 26th at 11:59pm EDT

Interested applicants are invited to submit their resume and cover letter to [Rebecca Benest](mailto:rebecca.benest@jumpstartrefugee.ca), Manager, Program Development at rebecca.benest@jumpstartrefugee.ca. Please copy

pcj.program@utoronto.ca on your application.

Please put "Program Development Internship" in the subject line of the email