



Service Navigator Intern

[Literacy Pittsburgh](#) invites intern applicants for the Fall and Spring semesters. The Service Navigation intern supports the Student Services team in delivering barrier reduction services to Literacy Pittsburgh students. Students are immigrants living in Allegheny County. The service navigator connects students to community resources that can reduce barriers to learning; for example, food pantries, housing application support, utility assistance, legal services, public benefits and more. The Service Navigator works in relationship with adult students from over 100 different countries ages 18 and older to welcome them to Pittsburgh and support their English learning journey. The Service Navigator collaborates with adult learners from more than 100 countries, all aged 18 and above, to help them settle into life in Pittsburgh and guide them through their English language learning journey.

Role Responsibilities

- Complete extensive training through the Immigrant Services and Connections program to build knowledge around serving the student population and the community resources available
- Have 1-1 meetings with students in which they receive assistance in setting goals related to connecting to community resources that can reduce the students' identified barriers, utilizing a language interpretation line
- Accurately complete client intake and needs-assessment (training provided)
- Regularly check in with students on their goals and follow through until their goals have been completed
- Regularly enter case notes and other data into the Apricot data system (training provided)



- Actively contribute to the Literacy Pittsburgh student services team by offering and receiving support; welcome feedback and coaching from Service Coordinators and Career Advisors; and take part in ongoing professional development activities)
- Foster cultural and linguistic accessibility in service delivery

More Information

- Receive internship credit for your academic program.
 - o Literacy Pittsburgh staff will work with your academic advisor to provide any needed documentation for college credit.
- Ideal start date is late August/early September 2025; ideal end date is early May 2026 with the option to continue.

Candidate Requirements

- Must be authorized to work in the United States.
- Must be currently pursuing an undergraduate or graduate degree.
- Demonstrated commitment to [Literacy Pittsburgh's values](#).
- All majors considered.
- Experience learning and/or speaking a second language is a plus, but not required.
- Monday/Wednesday daytime availability required to come in-office to Literacy Pittsburgh's Downtown Center; option to work remotely Tuesday and/or Thursday as needed. Minimum of 10 hours per week required, more hours available.

How to Apply

Contact Terra Teets, Manager of Auxiliary Programs, at tteets@literacypittsburgh.org for application information and with any questions.



Our people make Literacy Pittsburgh a welcoming and positive place to learn. Our commitment to a diverse and inclusive work environment where employees feel a sense of belonging is reflected in the [values](#) that guide our day-to-day work. We welcome all qualified applicants who reflect a diversity of culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran status, color, religion, disability, sexual orientation, marital status, past experience with poverty or homelessness, or prior contact with the juvenile, criminal justice, or child welfare systems.