PROGRAM DESCRIPTION:

Mano a Mano Family Center’s two service centers work to connect clients to existing community resources. Clients experiencing a personal or family emergency will contact our offices, as well as those seeking information about community resources. Our staff and volunteers work to help clients develop a plan of action to resolve their crisis, and provide referrals to resources that will help them overcome such life challenges.

The mission of our organization is to educate our Latino and low income clients to become self-sufficient and active contributors to the wellbeing of their community. The goal of all of our programs and services is to support the development of safe, healthy, nurturing and strong families and communities. We are the oldest Latino-led community organization in the Salem-Keizer area. 75% of our total clients are Latinos, and about 65% of all clients are female. 88% of all our clients are low income.

SERVICES PROVIDED:

Our two resource centers, located in NE and SE Salem (each with an emergency food bank), provide information to clients about existing community services. For clients experiencing a personal or family crisis, our staff will...

- Conduct an intake,
- Help clients identify and analyze the crisis,
- Identify possible solutions,
- Choose a solution and develop an appropriate plan of action,
- Evaluate the outcome of the work plan.

Our clients come to Mano a Mano because their existing social connections have failed to connect them with the needed supports, or because they have been unable to access services at other organizations due to cultural or linguistic limitations.
These two factors—social connections and access to supports in times of need—have been identified as part of the Five Protective Factors for Preventing Child Abuse and Neglect, under the Strengthening Families framework. A third one, parental resiliency, refers to the ability of parents to overcome challenges in their life. Thus, helping clients to deal with these emergency situations will have a short term and long term benefit to the individual and the family.

**ROLE OF THE PRACTICUM STUDENT:**

- Assist in conducting intake with clients, in person or on the phone
- Conduct follow up with former clients, under supervision of staff
- Provide one-on-one assistance to selected clients, under supervision of staff
- Assist in maintaining organization’s resource directory up to date
- Assist staff with distribution of emergency food (on site, no offsite deliveries)

**QUALIFICATIONS:**

- Submit to a Criminal History Check
- Commit to work two terms
- Ability to work with individuals from different backgrounds and various needs
- Ability to follow verbal and or written instructions
- Ability to work under stress, multi-task and handle stressful situations
- Demonstrate personal initiative and willingness to learn
- Being bicultural in Spanish, and in the Latino culture, is preferred because of the population we work with, but not required
- Being bilingual in Spanish and English is required.

**A CRIMINAL BACKGROUND CHECK, DRUG SCREENING, AND TB TEST IS REQUIRED OF ALL INTERN/PRACTICUM STUDENTS.**

As of April 15, 2011, practicum sites that use the Department of Human Services Background Check Unit will now conduct a weighing test and fitness determination when an individual has been identified as the perpetrator of abuse in certain cases of sexual abuse, physical abuse or financial exploitation. The Background Check Unit will specifically consider the most serious cases of abuse reported and substantiated from January 1, 2010, forward.

Updated 10/31/2012