

Community Work and Learning

Fall 2021 Symposium



ST. CATHERINE
UNIVERSITY

Community Work
and Learning

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Impact of Work:

As a Refugee and Immigrant intern, I worked on the client line which I answered any potential or general client's questions and helped with concerns on open cases. If I could not help a caller at the time with a specific service, I would redirect them to other organizations that would fit their needs. Some of the work that I also did with AHR included conducting Intake through Legal Server so that our company had information on a potential client and the help from us that they needed. If the client was able to pass through deliberations, I would then help with post intake. Post intake entailed getting more information and specifics on the clients' case and situation. I also took the time to answer any voicemails that came through on the client line and responded to client's questions either through call backs, or through our designated email. This work helped the clients pass their cases through our organization along with my supervisors view proper information on clients and what type of aid they were looking for. With the help of interns such as me and others, we were able to be a voice for those who needed our help and give them access to organizations and institutions that would help them if AHR did not have the ability to help at the time.

Personal Growth:

When I first began this position I was quite nervous about my role and the duties that I had at AHR. As time went on I reached out to my colleagues and my supervisors for help and guidance. I learned each day that some things take more time to understand and process. Examples of this are through Intake, Post Intake and Client Calls. As months passed, I began to trust myself when I handled these duties on my own and did not hold myself at deep fault if I made mistakes. Furthermore, I learned that my goals for this position were not unattainable; I just had to understand how to go about achieving them. I will take this lesson to any position that I have in the future.

Career Impact:

Some skills that I learned through this position were diligence, responsiveness, proper customer service and promptness. I learned these skills through the client line and tasks that were given to me through Legal Server. Each skill that I learned will help me transition into future jobs with a higher level of capability with regard to requirements. I now have strong backgrounds in timing and approachability to rely on now and in the future.