



**Thurgood Marshall Hall**  
7805 Regents Drive  
Suite 2300  
College Park, MD 20742  
**Email:** dogood@umd.edu  
**Web:** dogood.umd.edu

## Summer 2026 Impact Interns Position Description

### Organization Information

**Organization Name:** Community Advocates for Family & Youth, Inc.

**Address:** PO Box 4419 Capitol Heights, MD 20791

**Organization Website:** [www.cafy.org](http://www.cafy.org)

**Organization Description:** Educate, Embrace & Empower those harmed, impacted or affected by crime or trauma on their journey to healing and justice.

### Position Logistics

**Start and End Date:** Flexible

**Hours per Week:** 15-20

**Number of Weeks:** Flexible (hours to total at least 200)

**Expected Daily Hours:** Flexible

**Important Availability Dates:** N/A

**Location:** Flexible

### Position Information

#### Core Technical Skill Set:

- Evaluation - includes survey analysis, collecting participant feedback, and data management

#### General Duties and Responsibilities:

- Assist in mapping and documenting current workflows, clients' paths, and procedures.
- Identify bottlenecks, inefficiencies, or gaps in processes.
- Support the development and implementation of process improvement initiatives.
- Collect and analyze data to measure process effectiveness and outcomes.
- Collaborate with team members across departments to implement new procedures.
- Create training materials, guides, or visual aids for improved process adoption.

#### Specific Deliverable(s):

- Current state process maps and project improvement maps - create a visual flowchart or diagrams of existing workflows across departments or functions, including steps, decision points, and handoffs.
- Compiled workflow analysis report summarizing all mapped processes with observations about how work currently flows through the organization.
- Documented and process improvement of identified bottlenecks and inefficiencies
- showing specific pain points in current processes to our clients, staff, and stakeholders, including examples.
- Present process improvement recommendations after identifying issues, with specific change recommendations and their expected benefit.
- If improvements are tested during the internship, document outcomes and lessons learned
- Final presentation to staff summarizing work, key findings, improvements implemented, and suggested next steps.

**Qualifications:**

- Strong analytical and problem-solving skills.
- Detail-oriented with excellent organizational abilities.
- Proficient in Microsoft Office/Google Workspace; familiarity with process mapping tools is a plus.
- Effective communication and collaboration skills.
- Interest in operations, business process management, or organizational development.

**Physical Demands of Position:** N/A