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
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