



## **PA 211 Database Internship Description – Spring 2022 Semester**

211 is an easy to remember three-digit number that anyone can call to be connected to health and human service agencies. We maintain an extensive database of community services at [www.pa211.org](http://www.pa211.org). The Database Intern will focus on ensuring the data available is up-to-date and accurate, representative of all of the counties being served, and is in compliance with Alliance of Information and Referral Systems (AIRS) and PA 211 Standards.

---

### **Database Intern Duties and Responsibilities**

- Report to the PA 211 Statewide Database Manager
- Support the Database team in maintaining and updating records
- Maintain PA211 database to AIRS and PA211 standards; includes adherence to standards and inclusion/exclusion criteria
- Identify, research, and analyze information about community services for input into the database
- Implement and maintain database common practices such as formal update processes, indexing management, and new resource development
- Assign index terms so the public web searches and mobile app searchers can easily find the information they need
- In collaboration with the website search intern, work on identifying taxonomy coding and style inconsistencies on the web-based database listings for priority service terms, contributing to the improvement of statewide accessibility of information on [pa211.org](http://pa211.org)
- Working in collaboration with the website search intern, pinpoint priority service terms on [pa211.org](http://pa211.org) that would benefit from the addition of more regional resources
- Working in collaboration with the website search intern, comb website linked service terms for each subcategory and flag service terms that have very few resources linked
- Complete any special projects or pilots as assigned

### **Requirements**

- Studying Data Science, Computer Science, Library Science, or related field
- Nonprofit or volunteer experience preferred
- CRM database experience a plus
- Knowledge of social service delivery system a plus
- Ability to work independently
- Ability to work remotely
- This is an unpaid internship for academic credit and the student is responsible for providing all necessary university paperwork to PA 211 in a timely manner

**Benefits**

- Gain hands-on experience in a CRM database position, making meaningful changes to a resource database that serves hundreds of thousands of clients per year
- Shadowing and training experiences with knowledgeable professionals, including guidance on how to use database software to optimize ease of use for the end user
- Opportunity to attend networking events and company meetings
- Flexible schedule for students – partially in-office in Lemoyne, PA, and partially remote

**Application Instructions**

Resumé, cover letter, and one reference due by January 28, 2022 to Daynell Marbury, PA 211 Statewide Database Manager, at [dmarbury@uwp.org](mailto:dmarbury@uwp.org). Applicants are encouraged to submit their applications as soon as possible.