



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. 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
- Working in collaboration with the website search intern, pinpoint priority service terms on 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 December 10, 2021 to Daynell Marbury, PA 211 Statewide Database Manager, at dmarbury@uwp.org.