# Internship Description

# *Network of Care Massachusetts* Data Intern

# 

The Network of Care Massachusetts Data Intern is a position at the Massachusetts Association for Mental Health (MAMH). Network of Care Massachusetts is an online resource that helps people of all ages with behavioral health needs find information on services and supports in their communities. It includes a service directory of over 5,200 mental health, substance use, and related social services across the Commonwealth. The Data Intern will be supervised by the Network of Care Massachusetts Project and Data Manager.

With support from the MA Department of Mental Health (DMH), MAMH is enhancing the content of the Network of Care Massachusetts service directory to better support school counselors, teachers, and other personnel in identifying community-based supports for their students. Enhancing the service directory includes researching and adding information on new programs and services that are not currently listed, as well as updating existing listings and ensuring that the information presented is comprehensive and user-friendly. The intern will conduct Internet research and make phone calls to compile information for updates to the Network of Care Massachusetts service directory.

## Principal Duties and Responsibilities:

* Conduct extensive Internet searches and make phone calls to identify accurate information on existing and new listings for the service directory. Information will include, but is not limited to, program name, description, address, phone, web URL, contact name and email address, hours, populations served, eligibility requirements (as applicable), insurances accepted (as applicable), and languages spoken by staff.
* Enter information accurately into MS Excel spreadsheets.
* Participate in regular project management check-in meetings.

**Required Education and Experience:**

* Pursuing an associate’s, bachelor’s or master’s degree
* Experience working in MS Excel
* Experience conducting Internet searches and making cold calls

**Required Knowledge and Skills:**

* Meticulous attention to detail and exceptional organizational skills
* Dependable and communicative
* Problem-solving skills, ability to think critically, and flexibility
  + Ability to work efficiently and effectively manage time
  + Ability to work well independently, as well as part of a team

**Preferred Knowledge and Skills:**

* Understanding of the general health and human services system in Massachusetts

**Compensation:**

* $15-18 per hour depending on experience. No benefits.

Intern may start immediately. The internship is active through summer of 2021.

Hours per week are flexible per intern’s availability. Once the intern has completed her/his academic year, 20-30 hour time commitment each week preferred.

**ABOUT *NETWORK OF CARE MASSACHUSETTS*:**

*Network of Care Massachusetts* is a free, statewide online service directory and resource library designed to support people with mental health and substance use conditions, their families and friends, and care navigators. The site launched on March 16, 2020. The Blue Cross Blue Shield of Massachusetts Foundation, MetroWest Health Foundation, and CF Adams Charitable Trust have funded the build and first three years of implementation of the site. After three years, the goal is to transition ongoing oversight and support to the public sector. The project is being guided by a 16-member Steering Committee. We are also working in close collaboration with existing databases and navigation services in Massachusetts to avoid duplication and to help people find the most efficient ways to identify the services they need in their communities.

**ABOUT THE MASSACHUSETTS ASSOCIATION FOR MENTAL HEALTH (MAMH):**

Since 1913, the Massachusetts Association for Mental Health (MAMH) has worked to improve understanding of mental health conditions and combat disparities in health services access. We envision a day when all individuals and families across the Commonwealth have the resources and opportunities they need to promote resilience and protect overall health. MAMH disseminates knowledge, convenes diverse stakeholders, and advocates for policy change.