

Internship Opportunities International Rescue Committee in San Jose

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International Rescue Committee in San Jose Internships

As one of the International Rescue Committee's 28 domestic offices, the San Jose office serves refugees, asylees, special immigrants from Iraq and Afghanistan, and victims of human trafficking in Santa Clara County. Since opening in 1979, the San Jose office has resettled over 20,000 refugees, who in turn have helped build a stronger community. A committed staff of professionals and volunteers provide essential case management and immigration services to immigrant families, providing the resources and tools to rebuild our clients' lives with safety and dignity. The IRC in San Jose offers a variety of unpaid internship opportunities with hands-on experience to learn about the scope of services and programs available to resettled refugees. Internships are available for current undergraduate students, graduate students, and graduates less than 2 years' post-graduation.

Internship Commitment Requirements

- Duration: 4-6 months
 - Preference given to candidates who can commit 6+ months
- Time Commitment: Minimum 15 hours per week
 - Hours must be completed during normal business hours (i.e. Monday–Friday between 9:00 AM – 4:00 PM unless otherwise stated)
 - Weekend and evening availability may be required for trainings and events

General Requirements

- Enrollment in a bachelor's or postgraduate degree program
 - Applicants who are not current students can apply for positions as a Professional Volunteer if they meet the position's requirements
- An interest in international, refugee, and human rights issues
- Must be reliable and willing to work independently and as part of a team
- Must be flexible and willing to help other teams and departments as needed
- A willingness to learn about the diverse ethnic backgrounds of clients and adhere to IRC volunteer/intern and workplace policies
- Ability and willingness to drive clients to and from appointments, and/or help teach clients to take public transportation. Work-related driving would be reimbursed.
- · Perform front-of-office reception and administrative tasks while in office
- Proficiency in other languages highly desirable (i.e. Spanish, Mandarin, Korean, Vietnamese, Arabic, Tigrinya, Farsi, Dari, Pashto, or Swahili)

How to Apply

- Complete an online application here
 - Applications must include a resume and cover letter in a single PDF file. Please tailor your cover letter to include the following:
 - Up to three positions of interest, ranked in order of preference

- Time availability (i.e. specific days and times each week, your anticipated start and end dates for interning, and your immediate interview availability, if different from internship availability)
- Any requirements for filing your internship for school credit, e.g. total number of hours to be completed or filing deadline
- Once your application is received, qualified candidates will be invited to schedule a phone screening

Anti-Trafficking Services

Anti-Trafficking Program Intern

The Anti-Trafficking Program serves foreign national survivors of human trafficking: assessing client needs, connecting with law enforcement and legal aid, providing orientation and counseling, and limited financial aid. Because of the highly sensitive nature of the immigration experience for survivors of human trafficking, the program provides intensive case management and all staff and volunteers operate under strict confidentiality and trauma-informed protocol. Interns primarily work in the office with some field work for outreach or direct services. Interns may collaborate and assist with case management services in the refugee resettlement program, as well. Under the supervision of the caseworker, interns aid in the client's personal development toward security and self-sufficiency. This position reports to the Anti-Trafficking Caseworker.

- Start Date: Ongoing
- Responsibilities:
 - Identify and create partnerships with community organizations to refer clients for care in health, housing, or employment development
 - Research community groups for specific demographics to connect clients for further social assistance, integration, and translation services
 - Represent the IRC at community events to raise awareness on the issue of human trafficking and the IRC's services
 - o Coordinate essential furniture and household goods donations for clients in need
 - Assist clients with applications for public benefits programs such as screening for eligibility, preparing documents, and coordinating transportation and language services at appointments
 - o Assist with providing cultural orientation and long-term resource referrals
 - Manage case files, notes, and receipts of direct assistance
 - Other related tasks as needed in refugee resettlement, ESL, employment development, and immigration programs
- Required Skills:

- Case management and trauma-informed or survivor-centered experience required
- Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
- Excellent adaptability and communication skills across programs
- Proven ability to work with consideration and respect for cross-cultural differences
- Strong computer skills in MS Office (i.e. Excel, PowerPoint, Publisher) and website/media account management
- Dependability and initiative to work with minimal supervision
- Strong proficiency in a foreign language, particularly Spanish
- Driving ability (i.e. reliable vehicle, driver's license, auto insurance and clean driving record) preferred
- Rewards:
 - Hands-on experience dealing with the practical aspects of helping survivors of human trafficking regain control of their lives and become self-sufficient
 - Direct experience in anti-trafficking advocacy, immigration policies, and social work
 - Meaningful contribution to the movement against human trafficking in the Bay Area
 - Comprehensive overview and experience with resettlement, immigration relief, education, and economic development for displaced people and special immigrants
 - Daily interaction and learning experience with people from a diverse range of cultures
 - Sharpen skills in administration, networking, and developing resources in a nonprofit

Resettlement and Placement Services

Refugee Resettlement Intern

Refugee Resettlement Interns work alongside Caseworkers to help in some of the most crucial areas of refugee resettlement work. The Resettlement Program is the first point of contact for newly arrived refugees and offers support, guidance, and counseling through all stages of resettlement. Interns assist with core services including but not limited to: applying for and enrolling clients in social service programs, school enrollment, medical assistance, apartment setup, and other case management related tasks.

- Start Date: Ongoing
- Responsibilities:
 - Accompany refugee clients on appointments and interviews with community service providers (i.e. Social Services, Refugee Health Clinics, Social Security Administration, etc.)

- Assist clients with pre-application activities such as screening for eligibility, preparing documents, and coordinating transportation and language services at appointments
- o Coordinate with Case Management staff to ensure services are being received
- o Assist with providing cultural orientation and long-term resource referrals
- o Assist with managing case files, notes, and receipts of direct assistance
- o Maintain a professional attitude and appearance as an IRC representative
- Fulfill any other responsibilities assigned by supervising Case Manager
- Network with community providers
- Manage databases
- Required Skills:
 - o Punctuality, excellent time management skills, and a flexible schedule
 - Ability to maintain confidentiality regarding client information
 - Proficiency in one of the following languages is highly desirable, but not required: Arabic, Dari, Farsi, Pashto, Tigrinya, or Swahili
 - Office experience a plus, but training will be provided
 - Strong intercultural communication skills with demonstrated ability to work effectively with people from other cultural backgrounds
 - Flexibility and willingness to work outside normal office hours
 - o Valid driver's license, vehicle, auto insurance and clean driving record
- Rewards
 - o Assist in the resettlement of people from diverse cultural backgrounds
 - Hands-on experience dealing with the practical aspects of helping newly-arrived refugees
 - o Experience within U.S. refugee resettlement policy and immigration law

Housing and Logistics Intern

Meeting refugees' housing needs are a critical part of their resettlement process in the United States. Our clients' housing affects their ability to be employed, their access to public services, and their integration within the community. Interns will support the Resettlement Case Workers in planning and delivering essential housing program activities, such as outreach, home visits, and workshops for refugee and asylee clients. Interns will also work closely with the Volunteer and Donation Coordinator to help facilitate furniture donations. This position reports to the Resettlement Case Manager.

- Start Date: Ongoing
- Responsibilities:
 - Preparing for refugees' arrival in the U.S. by coordinating donations of essential furniture and household goods for clients in need
 - Mediating between landlords and refugees/asylees
 - Conduct occasional visits to refugees' homes
 - Arrange store/donor delivery
 - Research in-kind furniture donations

- Assist in the organization and long-term projects for the advancement of the Case Management Department
- Manage databases
- Network with community providers and local landlords
- Other related duties as assigned
- Required Skills:
 - o Energetic, empathetic, organized, and ready to do a variety of jobs
 - Creative and willing to assist with long-term projects
 - Ability to communicate clearly and effectively in English

Community Integration Intern

The Community Integration Intern will provide refugees recently resettled in San Jose with an opportunity to connect with other refugees and members of the larger San Jose community, and strengthen positive relationships. This position supports recently arrived refugees' integration into their new communities by providing activities and events for refugees to engage with the larger San Jose community and vice versa.

- Start Date: Ongoing
- Responsibilities:
 - Meet weekly with Resettlement Manager to discuss community events and other opportunities to engage refugee clients
 - o Establish, coordinate, and implement monthly outings for refugee families
 - Collaborate with Volunteer Coordinator to identify ways to bring the refugee community and volunteer community together
 - Work with Resettlement Manager to bring together refugee clients for quarterly gatherings with community partners
- Required Skills:
 - Strong communication skills
 - "Can-do" attitude
 - Driver's license, personal vehicle, auto insurance, and clean driving record required
- Rewards:
 - o Gain familiarity in cross-cultural training techniques, skills development
 - Learn about various challenges faced by new arrivals in the U.S.
 - o Network with community partners and local landlords

Employment Services

Financial Empowerment Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. Financial Empowerment Interns will work in a team to conduct outreach and enroll clients; organize and facilitate workshops on financial literacy; and assist IRC staff with case management and program administration for the IDA program. This position reports to the IDA/CD Specialist.

- Start Date: Ongoing
- Responsibilities:
 - o Contact previous IRC clients and conduct phone screening for program eligibility
 - Conduct intake and enrollment appointments with new clients
 - o Create and revise financial literacy curriculum
 - Schedule financial literacy classes
 - Coordinate clients to assigned classes and track attendance
 - o Provide one-on-one assistance to enrolled clients as needed
 - Track program status of active clients and provide case management services as needed
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership

• Required Skills:

- Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
- Experience working with adults with limited English proficiency or from lowincome and diverse backgrounds preferred
- Financial literacy knowledge preferred
- Proficient computer use such as MS Office and Windows
- o Comfortable with outreaching to clients on the phone and in person
- Proficiency in a second language preferred
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - Gain knowledge on financial empowerment programs
 - Learn about IRC's services to refugees from many different backgrounds and how best to assist them in their resettlement in the U.S.
 - Help refugees feel welcomed in their new home and prepared for their new life

Vocational ESL Intern

Interns work closely with the employment team and VESL instructor to provide basic ESL classes to newly arrived refugees, asylees, and victims of trafficking. The English taught is primarily focused on creating a vocational vocabulary for IRC clients to secure their first job. Interns will help create, develop, implement, and teach curriculum to IRC clients. This position reports to the VESL Instructor.

- Start Date: Ongoing
- Responsibilities:
 - Develop lesson plans for one ESL class per week. Classes are 1-2 hours in length and students are at the beginner to intermediate levels
 - Practice English Language Skills with students, including grammar, conversation, reading, and writing
 - Lead ESL classes and record attendance as required by the IRC
 - o Complete administrative tasks, including file creation and maintenance
 - o Other duties as requested by the VESL Instructor or Employment Services staff
- Required Skills:
 - Reliable with a strong attention to timeliness, detail, and organization
 - Excellent communication skills (both interpersonal and with supervisors)
 - Have a strong sense of personal initiative and can work independently in a fastpaced environment
 - Prior experience in a multicultural setting highly desirable
 - Proficiency in Arabic, Farsi, Spanish or Tigrinya preferred
- Rewards:
 - Gain familiarity in cross-cultural training techniques, skills development, and many other useful resources for career development
 - Learn about various challenges faced by new arrivals in the U.S.

CareerLink Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. CareerLink Interns will work in a team to conduct outreach and enroll clients; process scholarships and training enrollments; and assist IRC staff with case management. This position reports to the IDA/CD Specialist.

- Start Date: Ongoing
- Responsibilities:
 - Contact previous and potential IRC clients and conduct phone screening for program eligibility
 - Outreach to agencies, training institutions, and other entities that may be of assistance
 - Conduct intake and enrollment appointments with new clients
 - Assist clients with finding and applying to funding opportunities for vocational training
 - Support IRC staff in scholarship administration and tracking
 - Provide one-on-one assistance to enrolled clients as needed, including workforce readiness training and Job Club support
 - Track program status of active clients and provide case management services as needed
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership
- Required Skills:
 - Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking

- Experience working with adults with limited English proficiency or from lowincome and diverse backgrounds preferred
- Experience in job searching, including resume writing
- Proficient computer use such as MS Office and Windows
- o Comfortable with outreaching to clients on the phone and in person
- o Proficiency in a second language preferred
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - o Gain knowledge on employment and workforce training programs

Matching Grant Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. Matching Grant Interns will work in a team to conduct outreach and enroll clients; assist with program administration; and assist IRC staff with case management. This position reports to the Employment Specialist.

- Start Date: Ongoing
- Responsibilities:
 - Conduct intake and enrollment appointments with new clients
 - o Coordinate client participation in program activities
 - o Provide one-on-one assistance to enrolled clients as needed
 - Assist in tracking contributions in-kind and client donations
 - Track program status of active clients and provide case management services as needed
 - o Reach out to clients and assess their donation needs
 - Help coordinate interviews for clients
 - Teach and assist clients in applying for jobs, making resumes, and other jobrelated activities
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership
- Required Skills:
 - Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
 - Experience with teaching adults with limited English proficiency or from lowincome and diverse backgrounds preferred
 - Proficient computer use such as MS Office and Windows
 - o Comfortable with outreaching to clients on the phone and in person
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - Gain knowledge on employment and workforce training programs
 - Learn about IRC's services to refugees from many different backgrounds and how best to assist them in their resettlement in the U.S.
 - o Help refugees feel welcomed in their new home and prepared for their new life

Employment Outreach Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. Employment Outreach Interns will work in a team to conduct outreach and maintain relationships with employer partners; consistently locate job openings; and pair clients with relevant employment positions. This position reports to the Employment Specialist.

- Number of intern positions available: 1
- Start Date: Ongoing
- Responsibilities:
 - Contact potential employers for all department programs
 - o Initiate and maintain lasting partnerships with employers
 - o Identify and communicate current and future job openings, job fairs, etc.
 - o Work with IRC staff to identify client employment needs to direct outreach efforts
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership
- Required Skills:
 - Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
 - Proficient computer use such as MS Office and Windows
 - Comfortable with outreaching to partners on the phone and in person
 - o Must have access to a reliable vehicle and a valid Driver's License
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - o Gain knowledge on employment and workforce training programs
 - Learn about IRC's services to refugees from many different backgrounds and how best to assist them in their resettlement in the U.S.
 - Help refugees feel welcomed in their new home and prepared for their new life

Early Employment Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. Early Employment Interns will work in a team to conduct outreach and enroll clients; organize and facilitate workshops on financial literacy; and assist IRC staff with case management. This position reports to the Employment Specialist.

- Start Date: Ongoing
- Responsibilities:
 - Assist the Employment Specialist in County Employment administration
 - Work one-on-one with employment clients to find and apply for employment opportunities
 - Assist in Job Club as needed
 - Track client status and program activities
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership
- Required Skills:

- Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
- Experience with teaching adults with limited English proficiency or from lowincome and diverse backgrounds preferred
- Workforce readiness knowledge preferred
- Proficient computer use such as MS Office and Windows
- Comfortable with outreaching to clients on the phone and in person
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - Gain knowledge on employment and workforce training programs
 - Learn about IRC's services to refugees from many different backgrounds and how best to assist them in their resettlement in the U.S.
 - Help refugees feel welcomed in their new home and prepared for their new life

Development Intern

For IRC clients to become fully self-sufficient, they must be taught how to obtain gainful employment as well as financial literacy. Development Interns will work to locate, secure, and apply for funding opportunities to ensure to continuity and success of department programs, including employment and financial programs. This position reports to the Career Development Coordinator.

- Start Date: Ongoing
- Responsibilities:
 - Conduct research and outreach on program funding opportunities
 - Work with the Career Development Coordinator and the Development Coordinator to submit requests and letters of interest
 - Assist IRC staff in grant writing and submissions of materials
 - Work with IRC department staff in identifying programmatic areas of need
 - o Assist with general department administration as needed
 - Work closely with supervisor to draft and implement a project over which you will have complete ownership
- Required Skills:
 - Extensive background or previous study and interest in human rights, forced migration, and/or human trafficking
 - Familiarity with economic empowerment programs in the humanitarian arena
 - Grant writing experience
 - Superb writing skills
 - Proficient computer use such as MS Office and Windows
 - o Comfortable with outreach on the phone and in person
- Rewards:
 - Learn how to effectively teach and educate adults from low-income and diverse backgrounds
 - Gain knowledge on employment and workforce training programs
 - Learn about IRC's services to refugees from many different backgrounds and how best to assist them in their resettlement in the U.S.
 - Help refugees feel welcomed in their new home and prepared for their new life

Immigration Services

Immigration Services Intern

Interns work with Immigration Program Caseworkers to directly assist clients with the processing and filing of applications for citizenship, lawful permanent residence, family reunification, affidavits of relationship, and other immigration petitions necessary to receive legal residency in the United States and reunite family members. This position reports to the Immigration Coordinator.

• Start Date: Ongoing

• Responsibilities:

- Coordinate immigration interviews with staff and help translate for caseworkers
- Prepare and complete immigration applications and petitions on behalf of refugees, asylees, and immigrants for submission to the U.S. Citizenship and Immigration Services (USCIS)
- Conduct follow-up, including written and telephone communication with USCIS, and respond to requests for further evidence and inquiries
- Maintain case files by copying, faxing, and inputting information in immigration case management database
- Notify clients of USCIS interviews and ensure they have immunization records, photos, and other required documents prepared for the interview
- Assist the Director to complete Affidavits of Relationship for family reunification by managing casefiles and client communication
- Conduct community outreach to refugee and immigrant population
- Assist with projects and administrative duties as assigned by the Immigration Program Caseworker

• Required Skills:

- o Fluency in Spanish, Mandarin, Korean, or Vietnamese strongly preferred
- o Reliable with a strong attention to timeliness, detail, and organization
- o Excellent communication skills (both interpersonal and with supervisors)
- Have a strong sense of personal initiative and can work independently in a fastpaced environment
- Computer literacy with PC systems
- Minimum of 2 years of completed undergraduate experience
- Rewards:
 - o Gain familiarity in cross-cultural training techniques
 - \circ $\,$ Gain skills in the development and naturalization process

Immigration Outreach Intern

Immigration Outreach Interns work with the Community Outreach Specialist to develop strategies to connect with the San Jose immigrant population and provide Naturalization Services. Interns are involved in identifying and establishing relationships between organizations and immigrant communities to assist individuals on their path to citizenship. This position reports to the Community Outreach Specialist.

- Start Date: Ongoing
- Responsibilities:
 - Coordinate with the Immigration Caseworker to create a strategic outreach plan to organizations in the area working with immigrant populations seeking Naturalization Services
 - o Identify immigrant communities within the greater San Jose area
 - o Conduct community outreach to refugee and immigrant populations
 - Create a database of helpful resources
 - Assist with projects and other administrative duties as needed
- Required Skills:
 - Ability to maintain confidentiality regarding client information
 - Strong verbal and written skills in English
 - Punctual and reliable
 - o Spanish, Mandarin, Korean or Vietnamese speaker strongly preferred
 - Strong intercultural communication skills with a demonstrated ability to work effectively with people from other cultural backgrounds
 - Must have valid driver license and clean driving record
- Rewards:
 - o Gain familiarity in cross-cultural training techniques
 - o Gain skills in the development and naturalization process

Donations & CIK Intern

Meeting donation needs are a critical part of their resettlement process in the United States. Donations from furniture to bicycles affect their ability to be employed, their access to public services, and integration with the community. Interns will assist the Volunteer & Donations Coordinator with outreach, the intake of in-kind donations and work with our current community partners. Prepare items to be given away to newly arrived refugees. Deliver items to newly arrived refugees. Work with caseworkers to identify what items newly arrived refugees need. Interns will also assist in tracking and drafting reports for our Match Grant program.

- Start Date: Ongoing
- Responsibilities:
 - o Assist with the collection of items needed for refugee families
 - o Organize donations drives in coordination with staff.
 - Collaborate with clients and staff to identify different client needs.
 - Collaborate across departments with staff, volunteers, community partners and clients.

o Assist in tracking donations

• Requirements:

- Excellent interpersonal skills: ability to work effectively with partners, donors, colleagues in a cross cultural, multi-disciplinary environment.
- Willingness to work across departments toward measurable outcomes.
- Must be comfortable with communicating with clients and community partners on the phone and in person.
- Solid organizational skills with the ability to manage multiple tasks
- Valid driver's license and a vehicle with a valid insurance are required
- Rewards:
 - o Build network with local community members
 - Gain skills in donation outreach, organization, and delivery

Marketing & Recruiting Team

Volunteer Coordination Intern

This position will help support the Volunteer Coordinator's efforts to recruit, train, and support volunteers at the IRC San Jose office. This internship allows for great learning and responsibility on part of the candidate, and is an excellent opportunity for anyone looking to gain hands-on experience to work in the nonprofit sector.

- Start Date: Ongoing
- Responsibilities:
 - Plan unique volunteer appreciation events
 - Schedule volunteers and interns for regular shifts
 - Conduct on-boarding orientations for new volunteers on their first day of arrival and train them on their office functions
 - o Update volunteer and internship opportunities on the website
 - o Manage correspondence with interested volunteers
 - Logistical Support: register new volunteers with the IRC; send out background checks; enter and maintain volunteer contact list; update volunteer picture/info board

• Required Skills

- Demonstrated ability to work effectively with partners, donors, and colleagues in a cross cultural, multi-disciplinary environment
- Solid organizational skills with the ability to manage multiple tasks, set priorities, effectively manage time and meet deadlines
- Have a strong sense of personal initiative and be able to work independently in a fast-paced office
- o Proficient in Microsoft Office including Outlook, Word and Excel
- Experience using donor acknowledgement software preferred
- Knowledge and understanding of ethics and confidentiality related to fundraising
- o Enjoys working with people and is comfortable with speaking in front of groups
- Rewards
 - Gain firsthand experience on how to run and manage a broad volunteer support program
 - o Interns leave their internship with transferable skills that can help launch a career

o Learn firsthand about the intern and volunteer recruiting process

Social Media Intern

Through incisively written communication and careful networking skills, the Social Media Intern will work alongside the Volunteer Coordinator in managing IRC's outreach and communication efforts. Interns develop creative ways of displaying the IRC's presence within the San Jose community through social media platforms. Interns will also learn and perfect critical marketing, public relations, and administrative skills applicable to both for-profit and nonprofit sectors while contributing to meaningful social change. This position reports to the Volunteer Coordinator.

- Start Date: Ongoing
- Responsibilities:
 - Assist with the development and creation of IRC San Jose's media, branding, and outreach materials
 - Provide content for Facebook pages, along with any other social media platforms used to increase the organization's online presence
 - Supervise social media content by responding to comments and inquires as well as monitoring postings made by followers
 - Find new and creative ways to increase IRC's presence within the San Jose Community
 - Research relevant outreach opportunities for IRC San Jose to take part in, such as festivals, community events, and school health fairs
 - o Lead the creation and publication of IRC San Jose's monthly newsletter

• Required Skills:

- Excellent computing skills and knowledge of social media platforms and web design
- o Self-starter with ideas to effectively utilize technology in the office
- Strong writing and communication skills for editing and creating written material (e.g. newsletters, flyers, web content)
- Strong interpersonal skills to work effectively with clients, partners, and colleagues in a cross-cultural, multi-disciplinary environment
- o Solid organizational skills to effectively manage multiple tasks and set priorities
- Rewards
 - Interns will learn about social media outreach
 - o Understand the importance of specific IRC branding
 - o Connect with new community members through social media