

TRICKLE UP

Knowledge Management Intern

Location: New York, NY

Term: Summer 2019 (preferred start May / June 2019)

Hours: Part-time; 15-20 hours per week; regrettably unpaid

Founded in 1979, Trickle Up is an international NGO that helps people living in extreme poverty and vulnerability advance their economic and social well-being. Trickle Up's core capacities are rooted in the Graduation Approach, a proven program that links elements of safety nets, microfinance, and livelihood programming in a carefully sequenced intervention. This program encourages people to start sustainable livelihood activities, save money, and access networks, which improves confidence and decision-making capabilities in their households and communities. Many of our program participants include women, single mothers, widows, youth, indigenous populations, people with disabilities, and persons of concern.

Trickle Up leverages this expertise to drive large-scale change by partnering with local organizations, global institutions, and governments, focusing on how to implement and scale effective livelihood programs for people living in extreme poverty. Trickle Up has partnerships in multiple countries, and is headquartered in New York City, with regional offices in India, Guatemala and Burkina Faso. See www.trickleup.org for more information.

Internship

Knowledge Management (KM) is a critical organizational function that helps organizations to document, manage, share, and use important information. While often overlooked, effective KM ensures that staff are equipped with adequate resources to do their job, facilitates cross-learning and collaboration, and encourages optimized performance, continuous improvement, and innovation.

Since 2014, Trickle Up has implemented a few different KM systems to achieve these goals, with SharePoint being the primary system for document storing and collaboration. While this has been a good start, there are many issues with the current system. A primary frustration is that staff are unable to find information that they need, which results in many organizational inefficiencies, redundancies, and silos.

Trickle Up is in the process of revamping this system into one that is more useful, intuitive, and user-friendly. To achieve this, we must address a number of technical and process-related issues. Trickle Up is looking for an intern to work closely with the Knowledge Management Specialist and Program Manager to help plan and execute Trickle Up's Knowledge Management strategy.

Responsibilities

The KM Intern will assist with the following tasks:

- Contribute to the planning and implementation of a functional, SharePoint-based document repository for Trickle Up's Refugee Affairs program and other departments.
- Support the creation of processes and guidelines to help ensure staff's systematic documentation, storage, and usage of knowledge products.
- The intern will gain exposure to knowledge management, international development, and NGO sectors and contribute to organizational capacity building.

Requirements

- English fluency
- Current undergraduate or graduate student, or recent graduate
- Strong writing skills
- Ability to think through big picture ideas as well as pay close attention to detail
- Ability to work collaboratively in a team setting
- Demonstrated interest in international development, non-profits, poverty alleviation, livelihoods, knowledge management and / or organizational development
- Experience with Office 365 / SharePoint / document management a major plus

Application procedures

If interested, please send the following documents to Stephanie Lucas, Knowledge Management Specialist, at slucas@trickleup.org:

- Cover letter, addressing what you hope to gain from the internship
- Résumé

Applications will be considered on a rolling basis through Wednesday, May 15, 2019 so please apply early.