Research Support Agent
Internship Opportunity

Opportunity Title: Support Agent Intern
Type: Intern, un-paid
Department: Center for Research, Inquiry, and Social Justice (CRIS-J)
Reports To: CRIS-J Project Manager
Location: In-Person (Long Island City) / Remote / Hybrid
Tentative Schedule: 5-10 hours per week commitment (Flexible Mon-Fri 8am-7:30pm)
Duration: Flexible start date in Sept or Oct 2022. Strong preference given to candidates that can commit to serve 1 year in this internship.
Application Deadline: Ongoing until opportunity is filled.

About Fortune: The Fortune Society’s mission is to support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities. We do this by: believing in the power of individuals to change; building lives through service programs shaped by the needs and experience of our participants; and changing minds through education and advocacy to promote the creation of a fair, humane, and truly rehabilitative correctional system.

Project Overview: Under the supervision of the Project Manager, the Support Agent Interns will provide research support to a 3-year desistance study, titled The Pathways Home: Desistance from Crime in the Context of Parole. The project seeks to develop an expanded conceptualization of success that extends beyond the absence of recidivism. Given that desistance from crime is defined as a process involving cognitive, social, and behavioral changes, we will explore how individuals conceptualize a successful return to the community. Specifically, the study will examine the desistance process of individuals recently released from New York State prisons who are on parole supervision in one of the five boroughs of New York City. The Principal Investigators on the project include Dr. Ronald Day of The Fortune Society and Dr. Lila Kazemian of John Jay College of Criminal Justice.

Position Summary: Drawing on the concept of volunteer probation officers in Japan, Interns will conduct informal follow-ups with the study participants to periodically check in on their progress. The purpose of these contacts is to assess whether the "volunteer probation" model can be conducive to better support more successful outcomes in the context of reintegration.

The Fortune Society is recruiting 5 Support Agent Interns to make check-in calls to a total of 200 participants. Each Intern will be assigned 40 participants, and will be expected to call each participant once a month, which will come out to approximately 10 participants called per week. Interns will be given a script to use and training. Interns will need to record qualitative and quantitative information from calls made. Calls can be conducted remotely by using GoogleVoice
As this is a multi-year study, strong preference is given to those who can commit consistently for 1 year

Tasks / Primary Responsibilities
- Call a list of participants 1x every 4 weeks. Expect to call approximately 10 participants per week.
- Will need to follow a script of check-in questions to ask participants.
- Retrieve participant information from Google/ShareDrive to make call as well as enter information from each call into Google/ShareDrive.
- Must be willing and able to use GoogleVoice.
- Regular 1-1 check-in meetings with supervising staff.

Learning Objectives
- How to conduct qualitative interviews with justice impacted individuals effectively and empathetically.
- How to record qualitative and quantitative data.
- How to work as an integral part of a research team.
- Data tracking techniques in Excel.
- Attend bi-weekly department meetings, expected to provide project updates, give feedback and learn about all of CRIS-J projects.
- Gain exposure to correctional facilities environments (optional).

Preferred Qualifications:
- Must be able to follow detailed instructions.
- Should be an empathic listener with knowledge of, and sensitivity to, social issues faced by formerly incarcerated persons.
- Excellent organizational skills and strong ability to work independently.
- Bilingual in English/Spanish a plus.

Additional Requirements
- Must be 18+ of age.
- Must have personal laptop/computer with reliable internet connection.
- Must show proof of completed COVID-19 vaccination (boosters not required to comply with EO47).

To Apply
- Submit an online application at https://fortunesociety.org/volunteer-or-intern-with-us/.
- Applications selected for a phone/zoom interview will be contacted via email to schedule. If selected to interview, candidates will need to submit their resume.