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- Arianna Henry (Clinical Psychology, Child Development, 2017)
- Legal Intake Intern
- Full-time, 35 hours per week
- Unpaid but receiving Career Center Internship Grant

What do you do as an intern at this organization?
I was one of two interns working in the Intake Department. On a day-to-day basis, I fielded legal complaints from people who contacted us via phone, mail, and online. It was my job to take the complaint, summarize it, make recommendations for referrals, present it to an attorney, and respond to the complainant accordingly. Most tasks revolved around this process: taking messages, making calls, sending emails, filing complaints, and writing response letters. Occasionally, when I would come across an issue or complaint that the legal team might be interested in pursuing, I would put together a write-up. (A write-up is a document that summarizes a broad issue, lists complaints we have received regarding that issue, and includes additional research.)

How did you find your internship?
The ACLU PA website. Each state's chapter posts their volunteer and internship positions online.

What do you enjoy most about your internship?
I enjoyed the office atmosphere and working with my colleagues; it was an amazing experience to work with so many socially aware and intelligent young people. It felt great to be a part of something that made a difference in people's lives on a personal and broad scale.

What do you find challenging?
One difficulty I had was dealing with the repetition and sometimes monotony of the work that I was doing. It is not that the job was boring; it was sometimes tedious to go through the same process for 40 hours per week. To combat that, I planned my day to make sure I took breaks from traditional intake work to do other tasks. I found new ways to be productive when I was stuck in the same-old, same-old.

What advice would you offer to someone who wants to make the most of an internship like yours?
ASK QUESTIONS! Each complainant that contacts us has different needs and circumstances, and it is important to address each situation appropriately. Also, this job is an opportunity to learn so much -- consult the experienced attorney supervisors to show you the ropes! There aren't really deadlines for the position, as volunteers are hired on a rolling basis.

About the Organization
ACLU of Pennsylvania; Philadelphia, PA

Founded in 1920, the American Civil Liberties Union (ACLU) is the nation's foremost guardian of liberty. We are a nonprofit, nonpartisan organization dedicated to defending and protecting our individual rights and personal freedoms. Through advocacy, education and litigation, our attorneys, advocates and volunteers work to preserve and promote civil liberties including the freedom of speech, the right to privacy, reproductive freedom, and equal treatment under the law. We stand in defense of the rights of women and minorities, workers, students, immigrants, gay, lesbian, bisexual and transgender people, and others who have seen bias and bigotry threaten the rights afforded to all of us in this country by the Constitution and the Bill of Rights.