

Case Manager Intern

Job Title: Case Manager Intern
 Department: Refugee Resettlement Services
 Reports To: Case Manager
 Date: August 2020

The Case Manager Intern is responsible for assisting with all aspects of a case manager's job including picking clients up at the airport, taking clients to various appointments, helping them with basic adjustment issues, and all related paperwork and administrative tasks.

Role	% of Time	Primary Responsibilities
Assisting clients	75%	<ul style="list-style-type: none"> ➤ In Person: ➤ Ensure all filing of paperwork in case files is up to date. ➤ Accompanying clients to DHS office, social security office, State ID, and medical appointments, as requested by case manager, and as allowed during COVID. ➤ Show clients how to use public transportation. ➤ Take clients shopping for items as needed. ➤ Assist with new arrivals at the airport. ➤ Home visits for clients as requested by case manager. ➤ Enter case notes into database. ➤ Remote: ➤ Complete applications for a variety of public benefits, follow up on faxed referrals and inform clients about appointments. ➤ Help clients make medical appointments. ➤ Help clients with medical/utility/other billing questions. ➤ Enter case notes into database.
Administration	25%	<ul style="list-style-type: none"> ➤ Return communications (phone, email, mail) to internal and external colleagues and service providers within 48 hours. ➤ Attend and participate in department and agency meetings.

		<ul style="list-style-type: none"> ➤ Attend and participate in monthly meetings with supervisor to assess progress in program and personal goals. ➤ Enter accurate case notes into data base.
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Competencies include:

- Exceptional problem solving skills, including the ability to develop and follow through with practical solutions
- Collegial and collaborative with colleagues – a team player
- Able to make decisions quickly using judgment and discernment
- Is able to maintain calm, professional demeanor and take action in stressful situations
- Resilient and Resourceful
- Excellent organizational skills
- Strong time management skills; able to juggle multiple priorities and responsibilities
- Ability to set appropriate boundaries, including the ability to say “no” when in the best interest of the client and agency
- Able to maintain patience and courtesy even in difficult circumstances
- Excellent communication skills with non-native speakers of English
- Excellent interpersonal skills with individuals from a variety of ethnicities, cultures and backgrounds
- Demonstrates respect for people from all races, cultures, religious and ethnic backgrounds
- Flexible in work schedule
- Passion for the mission and vision of RefugeeOne