



Virtual Integration Services Program Intern

Job Description

Position Title: Case Manager Intern

Reports To: Associate Director, Remote Services

Team: CWS HQ Integration

Location: Virtual (must be in the US)

Time commitment: 6-months, 15 hours per week

Criteria: the intern must be formally connected with an **educational institution** with receipt of course credit, supervision by a professor, and a formal agreement outlining the terms of the internship.

Introduction: Church World Service (CWS) is a not-for-profit, faith-based organization transforming communities around the globe through just and sustainable solutions to hunger, poverty, displacement and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability or veteran status in employment or in the provision of services.

Primary Purpose:

The Case Manager intern offers support and services to refugee newcomers to help them successfully make a new home in the United States. The Case Manager Intern works closely with the Virtual Integration Services case management team to support program participants. In conjunction with the Virtual Integration services team, the intern increases the capacity of newly arrived refugees and other ORR eligible populations facing barriers to identify community resources and access the tools, information and services they need to achieve lasting self-sufficiency. This may include applications to public benefits such as SNAP, cash assistance, and health insurance. The intern will support program intake, assessment and referrals funded by the Office of Refugee Resettlement (ORR). Additionally, the position will conduct research and outreach on a wide array to community service providers to advocate for access for clients to promote local integration in a diverse number of locations.

Learning Objectives:

- Deepen skills around client-centered social service provision with diverse communities
- Develop program documentation for federal grants skills
- Strengthen community mapping skills and advocacy
- Understand and assess Office of Refugee Resettlement (ORR) community eligibility requirements
- Collaboration and coordination with teams (in virtual setting)
- Use of virtual tools to support and empower newcomers

Essential Duties:

- Conduct Community Resource Mapping including internet research and phone calls to ensure the resource is accessible to program participants.
- Support program participants with online SNAP, TANF & RCA applications

- Locate low-cost/in-network Medicaid medical providers and make phone calls to verify accessibility and arrange appointments with program participants.
- Conduct research for Dental/vision providers & finding out if Medicaid covers
- Provide culturally humble, client-centered services that are responsive to the needs of program participants in conjunction with Case Managers and Associate Director, Remote Services.
- Process referrals for remote PC GAPS services, including assessment of eligibility and enrollment in services where appropriate.
- Conduct assessment and evaluation of service needs with client and works together with client (and local service providers or partners as appropriate) to reach goals.
- Work with clients to identify and address barriers, refer to support services that may assist clients in becoming self-sufficient, including, but not limited to transportation, health services, employment services, immigration services, or childcare.
- Conduct research on local services available for enrolled clients and advocate for access where eligible and appropriate
- Maintain digital case files using CWS online database, including, but not limited to case notes, assessments, supporting documentation, and other required program documentation.
- Maintain confidentiality standards.
- Other duties as assigned

Skills & Qualifications

- Strong interpersonal and diplomacy skills; ability to work collaboratively and effectively with partners and teams;
- Ability to conduct oneself in a professional and courteous manner at all times to represent the professional and institutional interests of CWS;
- Knowledge and experience in working with Microsoft Word, Excel, Power Point and database software is essential;
- Ability to work in a multi-cultural environment required;
- Commitment to diversity, equity, and inclusion and willingness to support [CWS' Platform on Racial Justice](#) as a CWS employee required.

Requirements:

- Ability to collaborate across cultural and linguistic backgrounds. *Preferably*, speak Spanish, Haitian Creole, Ukrainian, Dari or Pashto.
- Passionate about serving diverse groups of refugees and immigrants and interest in building interpersonal relationships to welcome and empower refugees.
- Ready to work in a highly dynamic work environment that requires flexibility and proactiveness to best accompany program participants and support economic self-sufficiency.
- Ability to commit to a 6-month internship term
- Must be willing to use Whatsapp, phone calls, zoom and other platforms to communicate with clients.
- Must consent to a background check and (if driving clients) motor vehicle record check.
- Proficient in Microsoft Word, Zoom/Google Meet email, Whatsapp and internet-based applications.
- Time Management: Strong time management and organizational skills to accomplish tasks.

- Ability to work early mornings and evenings to meet the needs of the program participants
 - e.g., meeting with a program participant after their workday in the evening to provide job coaching

Application:

- Please send your resume to remoteservicessupport@cwsglobal.org with 2025 Internship in the subject line.