



Virtual Integration Services

a virtual direct service office for ORR eligible communities outside of local ORR service providers' service areas

Intern Job Description

Position Title: Employment Services Intern
Reports To: Senior Case Manager, Remote
Team: Virtual Integration Services
Location: anywhere in the US/Virtual
Status: Unpaid, University Credit Available
Time commitment: 6-months; 15 hours per week

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. *Spanish fluency is required.* 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 completing their benefits applications.
- 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 virtual integration 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

Requirements:

- Spanish fluency is required
- 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

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.

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Check out our landing page:

<https://cwsglobal.org/virtual-integration-services/>

Email: virtualseervices@cwsglobal.org

