

Position Title: Intern - Case Management

Reports to: Case Manager or Victim Services Director

Job Summary: The goal of the Case Management Intern is to assist the MSH Victim Services team with daily activities that help to welcome and contribute to the self-sufficiency of domestic violence victims who are in the process of creating a safer life for themselves. The Victim Services team works with clients who need case management and/or emergency shelter services and is the first point of contact through the crisis line. Interns will work directly with individual clients and families to assist with providing resources, referrals, and services via the crisis line and in person. Extensive in-person training and daily support will be provided to the intern.

LEARNING OBJECTIVES

- Learn about the services that domestic violence victims are eligible to receive, including public benefits, legal services, and immigration assistance.
- Learn about strategies for effective, trauma-informed case management.
- Develop resourcefulness and problem-solving skills to work independently in different situational contexts.
- Learn to communicate effectively with clients across different cultures and backgrounds.

RESPONSIBILITIES

Case Management and Advocacy

- Provide immediate crisis intervention via telephone and/or in person with the victim.
- Ensure that victims know and understand their rights as victims.
- Work with victims to identify needs and make referrals for services.
- Inform and assist victims to apply for victim compensation.
- Provide follow-up through phone calls and scheduled meetings.
- Answer the crisis line and provide timely information and referral to callers seeking services.

RECORD KEEPING

- Update client database daily (case notes, activities, referrals).
- Oversee completion of various questionnaires in order to be able to measure outcomes
- Document pertinent information in client files which would include goal plans, advocacy letters, and benefits applications.

QUALIFICATIONS

- Working towards a bachelor's degree in social work, public health, human services, or similar at an accredited school.

- Ability to work with a team and independently – must be self-directed.
- Excellent communication skills
- Must possess excellent organizational skills.
- Must be knowledgeable in Office365 Suite and basic computer functions.
- Must adapt quickly to evolving technology needs to maintain records and complete basic job functions.
- **Ability to maintain confidentiality and personal boundaries.**
- Must pass background checks.
- Must adapt quickly to evolving technology needs and requirements to maintain client records and complete basic job functions.

Summer and Fall 2023 internships may be a combination of standard office environment, remote work, and 'field' time within the service delivery area to perform the above-outlined responsibilities and may require occasional weekend and/or evening work.

Interns, when working remotely, will need access to a computer and must be willing to comply with MSH's acceptable use policies. - - This includes password security protocols for personal device use.

A stipend of up to \$250 per week may be available for 20 - 25 hours of work per week. University credit may also be arranged.

Application Process - Please send a cover letter, resume, and three school or professional references to Minerva Labrador, Director of Programs, at minerva@mysistershouse.com. No phone calls, please.

Due to the volume of applications, only applicants who are selected for interviews will be contacted.

Equal Opportunity Employer We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status. We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, perform essential job functions, and receive other benefits and privileges of employment. Please contact us to request an accommodation.