

Lutheran Family Services Rocky Mountains Refugee & Asylee Programs



Internship Description: Case Management Intern
Department: Case Management

About Internships at LFS:

An internship at LFS offers the opportunity to gain a deep understanding of refugee resettlement in the Denver area. Interns will work with individuals from diverse cultures who are forging new beginnings in the United States. Challenging, educational and professional work experience will be gained through professional training and real work assignments that will provide valuable insight to the worlds of refugee resettlement and non-profit organizations. At times, interns will work closely with staff members, and other times independently, managing a workload comparable to LFS staff with the goal of helping advance the mission of LFS. Internships are integrated into the operations at LFS to help build the capacity of the organization while utilizing the diverse skill and talent of the interns. We greatly value the time commitment of each intern.

Description of the Internship:

The Case Management Intern provides services that assist refugees in adjusting to life in the United States. The intern helps clients meet immediate needs upon arrival and works with Case Managers in preparing and implementing client resettlement plans in accordance with timelines and requirements of federal, state and other funding sources.

Responsibilities:

- Serves as an advocate and resource for clients.
- Provides equal treatment to all client groups in accordance with the agency's commitment to the dignity of all persons.
- Assists clients in applying for medical assistance, food stamps, cash assistance, enrollment of children in school, obtaining Social Security cards, and other services needed.
- Works with Health Services Coordinator to schedule medical and dental appointments and assist with obtaining medical coverage through available programs.
- Assists with resource management for clients with special medical needs.
- Arranges transportation for clients to appointments when necessary.
- Obtains the services of an interpreter to ensure clear and accurate delivery of services.
- Monitors client progress through telephone or personal contacts throughout the period of service.
- Helps maintain client documents.
- Performs other duties as assigned.

Qualifications:

- Preferred candidate should be pursuing a degree in international affairs, social work, political science or related field.
- Experience working in a multicultural environment, foreign language capability a plus.
- Knowledgeable about and sensitivity to the experiences of refugees and immigrants.
- Ability to exercise initiative and judgment and make decisions within the scope of assigned responsibilities.
- Ability to effectively communicate relevant project information to superiors.
- Excellent writing and communication skills.
- Computer skills: proficiency in Word, Excel, Outlook (Microsoft Office Suite) and Internet use; familiarity with database programs a plus.
- Colorado Bureau of Investigations background check.
- Current driver's license, current insurance and a reliable vehicle is a plus, but not required.

Time Commitment: Minimum 3 months

Weekly schedule and hours: Minimum 15 hours per week

Internship start date: TBD

Internship end date: TBD

Intern will report to: Ahmed Karshe, Case Manager Supervisor