



CWS-LANCASTER INTERNSHIP:

Refugee Intensive Case Management Intern

CWS- Lancaster serves the refugee and immigrant communities of Central Pennsylvania. We work together with faith groups, organizations, and individuals to provide help and homes to refugees, and work to build a hospitable community in the United States for uprooted people so that they can fashion a better future.

The **Refugee Intensive Case Manager (ICM) Intern** will support case management for refugees enrolled in our Preferred Communities Program. Following initial training and shadowing, interns will be assigned various client tasks centered around direct case management support in the office, in clients' homes, and at the location of partnering community service providers. This hands-on learning opportunity will require daily use of reliable transportation.

Position: Refugee Intensive Case Manager Intern within the Preferred Communities Program

Supervisor: Extended Services Supervisor

For daily activities reports to: Intensive Case Manager(s)

Hours and Length: 16-32 hours/week for one or more semesters, or 10-12 weeks per autumn term

- Must be available for minimum 6-hour blocks.
- Preferably Tuesday, Wednesday and/or Thursday availability

Basic Intern Responsibilities:

- Assist Intensive Case Manager in all programmatic activities as they relate to individual client and family goals. Many, but not all, of these activities focus on access to health services, including scheduling medical appointments, follow up care, and medication management. Additionally, assist with outreach and referral coordination to community service providers such as public benefit application assistance, WIC, Domestic Violence, Office of Aging, and Behavioral Health and Developmental Services.
- Assist Case Managers in conducting a comprehensive intake and enrollment process for new clients.
- Conduct home visits in various Lancaster City neighborhoods, provide transportation support, and community navigation assistance.
- Complete accurate, thorough, and timely case notes and reports as well as case file documentation.
- Coordinate with interpreters and community service providers to provide linguistically and culturally competent services and education, advocating for clients when necessary.
- Possible grant writing involvement including assistance in collecting data, research, writing etc.
- Assist Case Managers in coordinating and leading group activities, including volunteer support, cultural orientation, and content specific materials.

Qualifications:

- Social Work, International Studies, or other majors related to human services and/or intercultural work preferred

- For-credit Only Internship Placement (Students may receive course credit for the internship. Staff will work with the school/advisor on achieving desired learning outcomes and completing all necessary paperwork.)
- Junior or Senior undergraduate or Post-Graduate students preferred; other undergraduate students considered.
- Outgoing, enthusiastic personality; comfortable working with diverse populations
- Excellent communication and writing skills.
- Creativity and initiative to follow through on projects.
- Ability to work independently and be a self-starter.
- Cultural competency and strong desire to work in a cross-cultural environment.
- Knowledge and interest in refugees and refugee concerns
- Language proficiency to include English plus Spanish or a Refugee language
- **Driving Approval by CWS:** Students 21 or older can be approved. Must have a valid driver's license, access to reliable transportation, and insurable driving record.

Applying Instructions: Send cover letter and resume to gsnader@cwsglobal.org. Please state semester of preference. Applications will be accepted on a rolling basis.

Note: Any applicant selected for the internship is required to have a university agreement from your current or former university or educational institution that indicates the internship would be related to your education or studies.