

Inspiritus Internship Position



Position Title: **Refugee Services Case Management Intern**

**Refugee & Immigration Services/Reception & Placement, Intensive Case Management and/or Social Adjustment
Clarkston, Georgia**

Background

Inspiritus, formerly known as Lutheran Services of Georgia, guides individuals and families on a path from surviving to thriving. We empower those whose lives have been disrupted to discover their strengths and resilience, accompanying them as they grow into vibrant contributors to their community. Since our founding in 1981, we have touched the lives of more than 100,000 individuals.

Inspiritus' Refugee & Immigrant Services Program assists hundreds of refugees and immigrants each year on the path to citizenship and safety. Inspiritus aims to help refugees achieve economic self-sufficiency, integrate successfully into their new communities and country, and strive for citizenship. Inspiritus provides services to newly arrived refugees to help them become economically self-sufficient, socially integrated, and culturally acclimated.

Specific Responsibilities

Refugee Services Case Management interns support the Reception & Placement, Intensive Case Management and Social Adjustment programs.

Reception & Placement (R&P) program provides intensive services to meet the day-to-day needs of newly arrived refugees: an apartment, food, health screenings, orientation, legal documents, and school registration for children. **Intensive Case Management** (ICM) empowers and provides stability to particularly vulnerable refugees. Services include mental health screening, crisis intervention, and volunteer mentorship and can be accessed for up to 15 months following arrival to the U.S. **Social Adjustment** (SA) provides case management services to assist families with home management, accessing medical care, and emergency situations.

- Case Management interns provide direct services to clients as assigned in a professional, courteous, and caring manner.
- Provide translation services as needed to English.
- Accompany clients to appointments as directed by the Case Manager and/or Client Services Manager.
- Assist case managers with MARTA orientation, public benefit navigation, extended cultural orientation, navigating medical appointments, school registration, securing housing, and assisting with client office hours.
- Assist refugees to complete and submit forms or applications for appropriate services.
- Conduct client intake and develop work plans in collaboration with clients and Case Manager.
- Work with various community organizations that provide services to refugees. Notifies Client Services Manager of changes in policies or procedures made by those community organizations.
- Ensure all who need a particular service receive it in a timely manner.
- Observe the individuals and families. Updates Case Manager after visits with clients.
- Relay all requests and messages from the clients to the Case Manager promptly and accurately.
- Participates in various orientation activities so as to teach refugees how they can access mainstream services by themselves.
- Submit to each Case Manager all documentation required to prove that services have been provided.

- Maintain all records in an accurate, complete, confidential manner as assigned by the Case Manager.

Accountability: Intern will report to the Client Services Manager or Case Manager.

General Responsibilities

The general responsibilities of this position include the responsibilities shared by all staff and volunteers of Inspiritus. These obligations include understanding and performing in accordance with the values of Inspiritus; endeavoring to provide quality services to clients of Inspiritus; striving to find new, efficient, effective and economical ways to perform tasks; performing job duties in a thorough, accurate and timely manner; cooperating with others in the team; meeting attendance and punctuality standards; conducting business in a professional, courteous and tactful manner; demonstrating respect for the privacy of clients and employees; taking precautions to prevent accidents; and embracing diversity and respect for the cultural differences among clients and other staff.

Qualifications

- Sensitivity to people of all cultures, ethnicities, and religious backgrounds
 - Experience or strong desire in working with people from a variety of cultures and ethnic backgrounds.
- Excellent time management skills.
- Basic knowledge of Microsoft Word, email, and Internet.
 - Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
 - Conviction about the capacity of people to grow and change.
 - Ability to work in partnership with other team members.
 - Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.

Desired Qualifications

- Own a safe and reliable personal multi-passenger (minimum 3 plus driver) vehicle, hold a valid Georgia Driver's license and appropriate personal auto insurance, and have a good driving record.
- Currently enrolled in an accredited college or university undergraduate or graduate internship program.
- Written and spoken fluency in another appropriate language and ability to translate into English.
- College degree in a relevant field such as international studies, foreign language, social work, business, etc.
- Experience or interest in working with refugees and in human service programs.

Time Commitment: Minimum commitment of 16 to 40 hours per week. 120 minimum hours per semester.

Comments: This position is unpaid. Intern will be reimbursed for agency-related mileage excluding mileage accrued driving to and from internship site (optional).

To Apply: Email resume and cover letter to sarah.burke@weinspirit.org. No phone calls please. Applications will be accepted at any time. Start/end dates are negotiable based on the needs of the program and the intern's schedule. Please include your available times/dates in the cover letter.

Application Deadlines: May 1 for summer term (internship begins in May/June); August 1 for fall term (internship begins in August/September); December 1 for spring term (begins in January)