

## Case Management Internship

**Department:** Refugee Resettlement Services  
**Reports To:** Case Managers  
**Location:** 6008 N California Ave., Chicago, IL 60659  
**Term:** Summer 2024 (10 weeks, start/end dates flexible)  
**Hours:** Full-time, Monday to Friday 8:30 a.m. – 4:30 p.m.  
**Type:** In-person, unpaid

The Case Manager Intern is responsible for assisting with all aspects of a case manager’s job including picking clients up at the airport, taking clients to various appointments, helping them with basic adjustment issues, and all related paperwork and administrative tasks.

Role	% of Time	Primary Responsibilities
Assisting clients	75%	<p><b><u>In Person:</u></b></p> <ul style="list-style-type: none"> <li>➤ Ensure all filing of paperwork in case files is up to date.</li> <li>➤ Accompanying clients to DHS office, social security office, State ID, and medical appointments as requested by case manager.</li> <li>➤ Show clients how to use public transportation.</li> <li>➤ Take clients shopping for items as needed.</li> <li>➤ Assist with new arrivals at the airport.</li> <li>➤ Home visits for clients as requested by case manager.</li> <li>➤ Enter case notes into database.</li> </ul> <p><b><u>Remote:</u></b></p> <ul style="list-style-type: none"> <li>➤ Complete applications for a variety of public benefits, follow up on faxed referrals and inform clients about appointments.</li> <li>➤ Help clients make medical appointments.</li> <li>➤ Help clients with medical/utility/other billing questions.</li> <li>➤ Enter case notes into database.</li> </ul>
Administration	25%	<ul style="list-style-type: none"> <li>➤ Return communications (phone, email, mail) to internal and external colleagues and service providers within 48 hours.</li> <li>➤ Attend and participate in department and agency meetings.</li> <li>➤ Attend and participate in monthly meetings with supervisor to assess progress in program and personal goals.</li> <li>➤ Enter accurate case notes into data base.</li> </ul>

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**Competencies include:**

- Exceptional problem solving skills, including the ability to develop and follow through with practical solutions
- Collegial and collaborative with colleagues – a team player
- Able to make decisions quickly using judgment and discernment
- Is able to maintain calm, professional demeanor and take action in stressful situations
- Resilient and Resourceful
- Excellent organizational skills
- Strong time management skills; able to juggle multiple priorities and responsibilities
- Ability to set appropriate boundaries, including the ability to say “no” when in the best interest of the client and agency
- Able to maintain patience and courtesy even in difficult circumstances
- Excellent communication skills with non-native speakers of English
- Excellent interpersonal skills with individuals from a variety of ethnicities, cultures and backgrounds
- Demonstrates respect for people from all races, cultures, religious and ethnic backgrounds
- Flexible in work schedule
- Passion for the mission and vision of RefugeeOne

**To Apply:** Please email your resume and 1-page cover letter (including your daytime availability) to Ms. Jan Douglas at: [jdouglas@refugeeone.org](mailto:jdouglas@refugeeone.org). Note: Case Manager Intern in the subject.