



Boys & Girls Clubs of Garden Grove, Inc.
10540 Chapman Avenue
Garden Grove, CA 92840

CASE WORKER INTERN

Class: Volunteer

Commitment: Complete a minimum of 120 volunteer hours

Schedule

Location A: ARCHES: M, W, Th, F 8:00am-4:30pm & T 9:00am-6:00pm (occasional evening & weekend hours)

Location B: FYOP: M-Th 11:00am-8:00pm, F 9:00am-6:00pm & Sat 9:00am-5:00pm

Location C: TRC: M-F 8:00am-4:30pm (occasional evening hours)

Position Summary: Helps BGCGG Community Impact Programs interact with community both in the office setting and at special events. Provides services to clients and families, conducts intakes, compiles referrals, connect families to community services and gain experience with case management.

Duties & Responsibilities May Include

- Communicate professionally and effectively with supervisor, team, and school personnel to build positive working relationships and productive work environment
- Conduct intakes, necessary assessments, and provide psychoeducation to clients & families
- Maintain caseload of active clients for case management & necessary services
- Assist in creating and terminating files, complete all necessary documentation, update client information into database, assess and gather background information from clients
- Complete weekly phone calls to clients as needed and answer phones to provide customer service
- Call and schedule clients for intakes and appointments according to program procedures and complete follow up phone calls for reminders or missed appointments
- Document all services rendered during phone contact, completed services, referrals, etc. in database and case notes
- Provide referrals and community resources to clients and families
- Assist in teaching educational classes to teens and parents as needed
- Assist in collecting, entering and compiling data relating to clients served and services provided
- Attend weekly supervision sessions, staff meetings, conferences and trainings as required
- Support the implementation of programs, services, and outreach events as needed
- Ensure a productive work environment by working as a team member, contributing to team meetings, and providing feedback to support decision making
- Maintain contact as needed with external community groups, schools, members, BGCGG partners and others to promote and ensure information and referral services are successful
- Accurately track hours via Paycom
- Adhere to and uphold policies and procedures that reflect the organization's mission and values

Additional Duties & Responsibilities

- Complete assigned tasks and perform responsibilities in a timely manner
- Adapt and be flexible; must be able to collaborate and use resources effectively
- Follow safety procedures and recognize potential issues at site and communicate with supervisor as needed
- May assist with any BGCGG special events, family nights or sponsored events
- Maintain communication with supervisor to follow scheduling and callout procedures
- Maintain accountability to complete minimum commitment of hours and notify supervisor and Human Resources Coordinator of internship requirements (i.e. evaluations, meetings, signed agreements) in a timely manner

Qualifications

- High school diploma or equivalent
- Must be at least 18 years of age
- Bilingual capabilities preferred
- Currently enrolled in college and pursuing undergraduate studies in Human Services, Criminal Justice, Psychology, Sociology, Social Work, Counseling or other related program
- (TRC) Reliable transportation, safe driving record, valid CA driver license, at least 2 years of driving experience and current automobile insurance



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Requirements

- Position may require standing/sitting for extended periods of time, dexterity of hands and fingers to operate office equipment, reaching overhead, above the shoulders and horizontally, bending at the waist; hearing and speaking to communicate and provide information to others; speaking to be heard before groups of people; position may require to lift, carry, pull or otherwise move objects between 10-20 pounds
- Must provide TB Test results and clear background check process

Signature

Printed Name

Date