



POSITION DESCRIPTION

Case Management Intern Job Description

POSITION REPORTS TO:	Program Manager/Lead Case Manager
POSITION DIRECTLY SUPERVISES:	None
OVER-TIME STATUS:	Non-Exempt

TO FULFILL THIS POSITION SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL FUNCTION SATISFACTORILY.

Essential Functions:

- To work at minimum 16, maximum 40 hours per week (**based on school/WSL agreement**).
- Provide assistance and intake assessments to participants to determine eligibility for services, including walk-ins and telephone inquiries.
- Will develop an understanding of Whole Systems Learning programming and be able to convey it clearly to present and future participants.
- Develop an understanding of WSL pre-assessments to maintain accuracy in outcomes.
- Enrolls participants in court mandated courses and WSL program cohorts (T.R.I.B.E. and Audio/Video).
- Will coordinate services with on staff LCSW, MSW intern, or refer participants to other mental health providers/supporting networks for successful collaboration of services.
- Will learn to provide evidence-based services by engaging in Targeted Case Management e.g., crisis intervention and motivational interviewing techniques to assist participants.
- Completes program applications and case plans; and records case plan/enrollment data on tracking documents.
- Will support clients in accomplishing their goals by identifying and utilizing appropriate internal and community resources and making necessary referrals.
- Researches and maintains current knowledge and lists of community resources and services available to assist and rehabilitate participants.
- Will learn to develop and maintain case plans for participants and complete the documentation process for each participant assigned.
- Submits documentation within 48 hours.
- Actively engages and collaborates with participants and community members to maintain a supportive environment that cultivates change.
- Assists in maintaining physical and electronic filing of program participants
- Prepares and maintains spreadsheets of release dates, program entry dates, disenrollment dates, and other information required.
- Assists in career development of program participants (e.g., locating employment, job training, and resume building, etc.).
- Will participate in weekly staff meetings and supervisions so the Program Manager/Lead Case Manager can check-in with intern, assess interns level of understanding of day-to-day operations, and address any needs or concerns of intern.
- Maintain a willingness to learn, be flexible, and teachability.

- Performs other related duties and projects as business needs require at the direction of management.

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job classification. Management reserves the right to add, subtract, or change the job functions.

MINIMUM QUALIFICATIONS: THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND ABILITY NECESSARY TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION.

Education and Experience:

- Enrolled in an accredited institution of higher learning's Psychology, Social Work, or other related program/field, required.
- Ability to maintain confidential information and adhere to ethical standards.
- Candidate(s) will be required to pass a background and drug screening test.
- Candidate(s) must possess a valid driver's license with a clean driving record.

Competencies:

- Strong ability to remain calm in difficult and emotional situations
- Strong relationship building skills
- Must possess a high degree of empathy and compassion for others in need of rehabilitation
- Must be able to work individually and with a team.
- Ability to visualize and assess abstract ideas to develop and implement structured plans, and ability to define and lead teams to goal completion.
- Strong organizational skills
- Multi-tasking ability
- Strong customer service skills
- Strong conflict resolution skills
- Proficient with Microsoft Office Suite

Communication Skills:

- Proficient English verbal and written communication skills.
- Must have strong communication skills, both verbal and written, to assist a wide-ranging customer base.
- Ability to communicate clearly with customers, management, and team members.
- Ability to communicate effectively in a culturally diverse business environment.
- Strong presentation and public speaking skills.

Knowledge, Skills, and Abilities:

- Punctuality
- Ability to work in a fast paced environment and under tight deadlines.
- Ability to clearly identify issues and formulate and convey solutions.
- Ability to prioritize and organize duties and responsibilities effectively.
- Ability to think creatively, critically and analyze data and write reports.
- Ability to be reliable, dependable, and adaptable.
- Strong leadership, teamwork, and interpersonal skills; with the ability to deal with both internal and external customers and vendors.
- Ability to determine acceptability of work based on assigned criteria.
- Demonstrated effective problem-solving abilities.

- Demonstrated effective time management skills with the ability to multitask effectively and see projects from inception to completion.

PHYSICAL DEMANDS: THE PHYSICAL DEMANDS LISTED BELOW ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION.

- Ability to maintain long periods of mental alertness and attention to detail while setting priorities, meeting critical deadlines, and following up on assignments.
- Ability to diagnose, analyze, and resolve issues in real-time.
- Ability to use standard office equipment such as computers, telephones, and copiers.
- Ability to work for periods of time at a desk or workstation.
- Ability to interact with irate or upset employees, vendors and/or contractors.

INTERNSHIP AT-WILL

Unless expressly prescribed by statute or contract, your internship with Whole Systems Learning is “at-will”. “At-will” internship means that your internship may be terminated at any time and for any reason, with or without advance notice. Interns are also free to resign at any time after completing exit documentation and protocols.

EMPLOYEE ACKNOWLEDGMENT:

I, _____, acknowledge review of this job description.
(PRINT Intern Name)

I have read and reviewed this job description, and understand the expectations and responsibilities described herein.

Signature of Intern

Date