



CASE MANAGER INTERN DESCRIPTION

Galveston, Texas

JOB SUMMARY

The Case Manager intern assists in short and long-term recovery of survivors of family violence or sexual assault. This position identifies survivors' needs and connects them to resources, creates a recovery plan while working to establish safety and assist them to regain independence. This position may work with Residential or Non-Residential clients.

ESSENTIAL INTERNSHIP FUNCTIONS

- Provide clients forms & information to start recovery. Be their advocate and facilitator working in partnership with survivors.
- Help clients develop a recovery plan by jointly reviewing the assistance they have received, identifying any un-met needs, and determining possible sources for gaps in resources.
- Provide evidence-based and trauma informed interventions (i.e., crisis intervention) for clients as appropriate to case manager's education, training, and licensing.
- Remain in contact with the client until the survivors' needs are met and/or the case is closed.
- Provide medical, legal, law enforcement accompaniment to clients as needed
- Maintain detailed records of every case, every referral, and every contact with the client or in the client's behalf according to grantor and agency requirements.
- Report essential information regarding clients to the supervisor.
- Complete Crime Victims Compensation application and secure signatures on client forms, including releases of information.
- Identify options and explain legal rights, including referring clients for legal instruction, protective orders, and legal representation.
- Assist clients with HUD requirements as they relate to relevant grant activities (i.e. rapid rehousing, homelessness prevention, and homeless stability) for domestic violence survivors.
- Participate in diagnostic evaluations as a member of a multidisciplinary team.
- Refer clients to another program or agency when appropriate.
- Conduct educational and peer support groups with residential and non-residential clients.
- Assist and/or facilitate in-service staff training and development.
- Assist and/or facilitate community training and participate in community outreach activities.
- Network with other agencies to stay informed about services and resources and develop detailed database of referral resources and assistance offered.

P.O. BOX 3339 ▪ Galveston, TX 77552 ▪ Main: (409) 763-1441 ▪ Fax: (409) 763-8809



- Develop working relationships with resource contacts, law enforcement, and social service agencies.
- Other duties as assigned.

SCHEDULE

Case Manger Interns must be available during M-F 9:00 am – 5:00 pm business. Supervision may be given in groups along with other interns and will only be offered during business hours. Interns can complete weekend hours if desired; however, student must be available for training and supervision during business days (M-F) and business hours (9:00 am – 5:00 pm)

SUPERVISION RESPONSIBILITY

This position reports to a Field Supervisor and Task Supervisor. There are no direct reports to this position.

Field Supervisor:

- Responsible for weekly, reflective supervision to work towards achieving intern’s learning objectives, goals, competencies, and progress
- Reinforce the student’s identification with the purposes, values, and ethics of the profession
- Foster the integration of empirical and practice-based knowledge; and to promote the development of professional skills and competencies

Task Supervisor

- Orient intern to agency and their specific program
- Responsible for Intern’s learning on a particular task, case, project, or experience
- Provide primary, direct supervision of daily activities
- Work in collaboration with the Field Instructor to ensure that the Interns learning goals

PHYSICAL DEMANDS/ WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an intern to successfully perform the essential functions of this internship. While performing the functions of this internship, the employee is regularly required to stand; walk; sit; use hands to operate various office machines and/or equipment; and reach with hands and arms. The employee frequently is required to speak and hear clearly. The employee is frequently required to stoop, kneel, crouch, crawl, and lift approximately 20 lbs.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The work environment characteristics described herein are representative of those an employee/intern/volunteer encounters while performing the essential functions of this role which is primarily an office environment.



TRAINING

Case Manger interns must be willing to complete onboarding training prior to official “start” of internship. These hours (about 20-30 hours) will not count for internship non-contact hours, as they need to be completed before interns begin interacting with clients at the Resource and Crisis Center. Once internship begins, all CIS interns are required to complete the 40- hour required Sexual Assault Response Training.

EDUCATION & EXPERIENCE

Required:

- Completing a bachelor’s or a master’s degree in social work, public health, or a related field.
- Possess the ability to communicate effectively verbally and in writing.
- Possess excellent organizational, interpersonal, and planning skills.
- Must be able to establish rapport with others as a requisite for healthy and therapeutic relationships.
- Must be able to present oneself in an appropriately personable and professional manner to clients and staff.
- Must be able to weigh and evaluate personal needs, client needs and the aims and policies of RCCGC, and to respond and negotiate these competing needs as appropriate.
- Must be able to remain calm and supportive in psychological emergencies and/or crises.
- Must have an enhanced level of self-awareness around how he or she relates to others and an ability to effectively modify this personal style as conditions warrant.

Preferred:

- Knowledge (educationally or experientially) of skill in any or all of the following: crisis intervention; hotline and emergency response; victim’s rights and available services; domestic violence; sexual violence; law enforcement and court procedures.
- Knowledge (educationally or experientially) with trauma theory and working with survivors of trauma.



I have received, reviewed, and fully understand this internship description. I understand that I am responsible for the satisfactory execution of the all the essential functions as described. I understand that these internships are unpaid by the agency.

Name: _____ Signature: _____ Date: _____