

Church World Service (CWS) Greensboro Refugee & Immigration Program

Internship Title: Reception and Placement Case Work Intern

Responsibilities/Project: The Reception and Placement Case Work Intern works as a member of the case management team to assist newly arrived refugees in accessing services and building skills to achieve lasting self-sufficiency in the US.

Intern responsibilities include:

- Assist in the preparation of housing for newly arrived families (includes setting up a new apartment with furniture and supplies)
- Participate in airport receptions
- Assist newly arrived refugees in applying for Social Security Card and Bus ID.
- Work with clients to ensure their basic needs are met (assist with grocery shopping, obtaining appropriate clothing, accessing over-the-counter medical care, completing applications for services, etc.)
- Teach new arrivals skills needed to navigate their new community – practice learning how to use the bus, go to the store, laundromat, library and more
- Assisting newly arrived refugees with community appointments such as health appointments and school enrollment
- Help clients formulate realistic short and long-term goals and create working plans to meet those goals
- Complete case notes for all services provided
- Assist with file preparation and maintenance
- Participate in officewide initiatives including special events, advocacy, and staff meetings and trainings

Qualifications: Candidate should have a demonstrated interest in humanitarian issues and multi-cultural communities. Intern should be professional, patient, detail-oriented and have the ability to adapt and learn quickly in order to best serve the needs of the target population. Reception and Placement Case Work Intern will receive support from the Senior Case Manager but will be expected to take considerable personal responsibility in setting up one's own schedule, troubleshooting day to day barriers, and taking initiative in order to get the most out of every learning opportunity.

Language requirement: Proficiency in a second language would be an asset but is not a requirement of this internship. Caseload languages include: Amharic, Arabic, French, Kinyarwanda, Nepali, Oromo, Swahili, Tigrinya.

On-site Supervisor/Mentor: Fa Ri Dar Bi, Senior Case Manager, fbi@cwsglobal.org

Internship Contact: Primary contact in setting up the internship should go through CWS' Volunteer Coordinator at HChe@cwsglobal.org

Mentorship Plan: The intern will be trained in the Reception and Placement case work by the Senior Case Manager. Throughout the program, the intern will have the opportunity to shadow other staff members engaged in various other tasks in the refugee resettlement program in order to engage them in wider community building and to offer additional opportunities for professional development.

Does the intern need to provide his/her own transportation?

- Strongly preferred

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