

Church World Service, Inc.

Position Title: Case Management Intern
Reports To: R&P Case Manager
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

The Case Management Intern will work directly with the case management team in providing services to newly arrived refugees to help them successfully make a new home in the United States. This intern will provide direct services to newcomers, including orientation upon arrival, ongoing core services and additional case management services in a timely, appropriate and effective manner. Responsibilities may include working with clients to ensure that their basic needs are being met, transporting clients to and from appointments, and working closely with clients to help meet their self-sufficiency goals.

Essential Duties:

- Assists the case management team in all duties related to the successful resettlement of refugees by ensuring timely delivery of services. These include possible evening airport pickups for newly arriving refugees, transportation to appointments, and home visits, among others.
- Connects clients to in-house support and makes referrals to external service providers as necessary to assist clients in achieving self-sufficiency.
- Work with clients to remove barriers to employment and realize the goal of family self-sufficiency. Connect clients to in-house support and make referrals to external service providers. Identify support services that may assist clients in becoming self-sufficient, such as ESL, transportation, immigration services, and childcare.
- Coordinate with other office staff for medical referrals, English classes and school registration, social service providers and government agencies.
- Transports clients to various appointments to fulfill service requirements.
- Assists clients with the enrollment in core benefit services including TANF, WIC, SNAP, and health insurance programs.
- Documents all service delivery activities as case notes in the client's case file.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

- This is an in-person position located in Greensboro, North Carolina
- The successful candidate must pass a background check in accordance with CWS policy.
- For candidates 21 years old or older with a valid driver's license and reliable personal vehicle: applicants must be willing to pass a Motor Vehicle Records check as interns may be tasked with transporting clients in their personal vehicle.
- Mileage accrued while executing work responsibilities is reimbursable by CWS.

Church World Service, Inc.

Position Title: Community Engagement Intern
Reports To: Community Engagement Manager
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

The Community Engagement intern will work with the Community Engagement team to assist with volunteer recruitment and management, securing and coordinating donations, and conducting outreach events to educate various community groups on the refugee resettlement process. Interns will assist with community engagement efforts as needed, which include grocery delivery, securing and organizing donated goods for newcomers and helping with home set ups for newly arrived refugees. The intern will work report to the Community Engagement Manager and work closely with the community engagement team staff including the Volunteer Coordinator, CARE program Coordinator and Welcome Team Program Assistant. This intern will also work one on one with the case management team, volunteers and CWS clients. The Community Engagement Intern is additionally responsible for documenting provided services in accordance with CWS requirements. Intern will be working on site at the CWS office as well as in the field providing ongoing support on a routine basis.

Essential Duties:

- Participate in community functions with the goal of finding new volunteers. Participation would include (but is not limited to) tabling at community events, volunteer fairs, community markets and school events.
- Give tailored presentations about the work of CWS for various community groups such as faith communities, businesses, and clubs/associations.
- Work with Community Engagement Manager to maintain calendar of outreach and recruitment events.
- Assist with the coordination and recording of donated goods from community members to CWS clients.
- Track partner and volunteer contributions, including contact information, hours of service, cash and in-kind donations, and other data as required.
- Assist with assigned tasks as they arise depending on client needs and program priorities within the Community Engagement Team including individual volunteer support, Welcome Team Coordination, and CARE Program Activities.
- Keep informed of refugee and immigration issues, using current information to educate the broader community and raise community awareness.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

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Church World Service, Inc.

Position Title: Case Management Intern
Reports To: R&P Case Manager
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

The Case Management Intern will work directly with the case management team in providing services to newly arrived refugees to help them successfully make a new home in the United States. This intern will provide direct services to newcomers, including orientation upon arrival, ongoing core services and additional case management services in a timely, appropriate and effective manner. Responsibilities may include working with clients to ensure that their basic needs are being met, transporting clients to and from appointments, and working closely with clients to help meet their self-sufficiency goals.

Essential Duties:

- Assists the case management team in all duties related to the successful resettlement of refugees by ensuring timely delivery of services. These include possible evening airport pickups for newly arriving refugees, transportation to appointments, and home visits, among others.
- Connects clients to in-house support and makes referrals to external service providers as necessary to assist clients in achieving self-sufficiency.
- Work with clients to remove barriers to employment and realize the goal of family self-sufficiency. Connect clients to in-house support and make referrals to external service providers. Identify support services that may assist clients in becoming self-sufficient, such as ESL, transportation, immigration services, and childcare.
- Coordinate with other office staff for medical referrals, English classes and school registration, social service providers and government agencies.
- Transports clients to various appointments to fulfill service requirements.
- Assists clients with the enrollment in core benefit services including TANF, WIC, SNAP, and health insurance programs.
- Documents all service delivery activities as case notes in the client's case file.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

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Church World Service, Inc.

Position Title: Cultural Orientation Intern
Reports To: Cultural Orientation Specialist
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

The Cultural Orientation Intern reports to and works daily with the Cultural Orientation Specialist with the main function assisting in the facilitation of Cultural Orientation classes. The intern will work one on one with the Cultural Orientation Specialist, case management team and CWS clients. The intern will collaborate with translators to conduct weekly cultural orientation classes on housekeeping & food safety, personal hygiene, education, finances, medical system, and employment for most-vulnerable refugee arrivals. Responsibilities will include assisting the Cultural Orientation Facilitator with research, lesson planning, gathering materials, and coordinating cultural orientation classes for recently resettled refugee groups. Additionally, the intern is responsible for documenting provided services in accordance with CWS requirements. This role will be working on site at the CWS office as well as in the field with the Cultural Orientation Specialist providing ongoing support on a routine basis.

Essential Duties:

- Participate in researching, planning and facilitating weekly Cultural Orientation classes for newly arrived refugees.
- Give tailored presentations about topics such as housing rules and maintenance, navigating public transportation, housekeeping and food safety, personal hygiene, financial information, job readiness skills and other cultural considerations for refugee clients within their first few months of arrival.
- Work with Cultural Orientation Specialist to maintain a calendar of offsite learning events.
- Assist with assigned tasks as they arise depending on client needs and program priorities.
- Keep informed of refugee and immigration issues, using current information to educate the broader community and raise community awareness.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

- This is an in-person position located in Greensboro, North Carolina
- The successful candidate must pass a background check in accordance with CWS policy.
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- Mileage accrued while executing work responsibilities is reimbursable by CWS.

Church World Service, Inc.

Position Title: Employment/Match Grant Intern
Reports To: Employment Services Coordinator
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

The Employment Intern will work alongside the employment team and play an essential role in assisting recently arrived refugees in securing their first job in the U.S. The Employment Intern will assist the team of employment specialists in providing services to eligible participants of the CWS Greensboro Employment Program. Responsibilities include: identifying eligible clients; promoting programs with employers; offering support and employment services to refugees to help them reach financial self-sufficiency in the U.S.; compiling data to submit to contractor; and compiling data for monthly, quarterly, and annual reports. Additional tasks may include providing case management support, working with clients on job readiness skills, and developing relationships with area employers.

Essential Duties:

- Assist Employment team with identifying support services that may assist clients in becoming self-sufficient, such as ESL, transportation, legal services, and childcare.
- Conduct outreach efforts regarding the CWS Employment Program to employers and community partners through educational materials, presentations, one-on-one contact, cold calls and letters.
- Assist in identifying job opportunities suitable for clients, assist in filling out applications, set up interviews with potential employers, accompany clients to interviews, and follow up with employers until decisions are made.
- Assist clients with identifying training programs related to their career goals and make referrals.
- Assist with planning curriculum for and facilitating weekly job club classes for newly arrived refugee clients.
- Document all contacts and services in client case files and maintain case note logs.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

- This is an in-person position located in Greensboro, North Carolina
- The successful candidate must pass a background check in accordance with CWS policy.
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- Mileage accrued while executing work responsibilities is reimbursable by CWS.

Church World Service, Inc.

Position Title: Preferred Communities Intern
Reports To: Preferred Communities Case Manager
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

This intern will work directly with clients requiring more intensive case management services and who are enrolled in the Preferred Communities (PC) program. The PC Intern works alongside the PC Case Managers to provide intensive case management and support to refugees facing barriers in achieving long-lasting self-sufficiency and integration. Case management services may include securing housing, ensuring basic needs are met, connecting with partnering community service providers, and assisting with job readiness skills.

Essential Duties:

- Assist newly arrived refugees with setting goals to become self-sufficient and implementing action plans to achieve those goals.
- Reach out to community partners and local organizations for appropriate resources for clients related to finances, housing, food access and healthcare.
- Assisting newly arrived refugees with appointments such as doctors' visits or specialists' visits.
- Visiting clients in their homes and making sure that they know how to maintain their house appropriately.
- Community outreach for educational workshops and wellness fairs that will benefit clients.
- Complete case notes for all services provided.
- Participate in officewide initiatives including special events, advocacy, and staff meetings and trainings

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

- This is an in-person position located in Greensboro, North Carolina
- The successful candidate must pass a background check in accordance with CWS policy.
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- Mileage accrued while executing work responsibilities is reimbursable by CWS.

Church World Service, Inc.

Position Title: Refugee Wellness Program Intern
Reports To: Refugee Wellness Program Manager
Team: Immigration and Refugee Program (IRP) Greensboro
Status: Non-Exempt Exempt
 Bargaining Unit Non-Bargaining Unit

Primary Purpose:

This intern will work directly with clients requiring more intensive support services and who are enrolled in the Refugee Wellness program. Intern will work with the Refugee Wellness Program Manager in assisting with providing mental health services to refugee clients. Intern will help develop Wellness program curriculum and assist with facilitating weekly counseling sessions with CWS clients. Intern will identify resources, support, and materials related to the Refugee Wellness Program. Intern will be providing needed services and learning more about refugees and the many mental health challenges related to the resettlement process and community integration.

Essential Duties:

- Assist newly arrived refugees with identifying mental health treatment needs and implementing action plans to address those needs.
- Leverage local community partners and connections for appropriate resources for clients related to finances, housing, food access and healthcare.
- Assisting clients with transportation to appointments such as doctors' visits or specialists' visits.
- Field referrals from community partners for refugee mental health and advocate for refugee access to services.
- Work directly with clients in the office as well as one on one for home visits.
- Participate in community outreach events, educational workshops and wellness fairs that will benefit clients.
- Complete case notes for all services provided.
- Participate in officewide initiatives including special events, advocacy, and staff meetings and trainings.

Qualifications:

Education: High school diploma or equivalent.

Experience: Two years of experience in a non-profit setting. Cultural sensitivity is essential. Excellent written and verbal communication skills are required. Must be comfortable with public speaking.

Other skills: Must have outstanding personal communication style, interpersonal judgement, and the ability to produce high quality and compelling material. The ideal candidate must be a quick study of CWS Greensboro's past successes and future opportunities, and must be highly entrepreneurial, resourceful, and creative. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word, and Access). Must have excellent leadership skills and a strong ability to maintain and grow relationships while working effectively with people from diverse backgrounds. Strong commitment to the CWS mission and values of diversity, equity and inclusion and willingness to support CWS' Platform on Racial Justice.

Special Requirements:

- This is an in-person position located in Greensboro, North Carolina
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- Mileage accrued while executing work responsibilities is reimbursable by CWS.