

## **HEBRON HOUSE OF HOSPITALITY, INC.**

### **POSITION DESCRIPTION**

---

#### **POSITION TITLE:**

Case Management Intern

#### **POSITION SUMMARY:**

The Case Management Intern will be responsible for working alongside the Program case manager and other Hebron House of Hospitality staff in order to gain experience working in a setting that is dedicated to giving “Home, Help and Hope to those experiencing a housing crisis in Waukesha County”. The Case Management Intern will receive training and a hands-on experience in the area of case management.

#### **DUTIES AND RESPOSIBILITIES INCLUDE:**

1. Assist guests in securing tangible services such as transportation, employment, medical attention, etc. through agencies and organizations.
2. Build and maintain a familiarity with community services and resources for referrals and assistance.
3. Assess progress and assist guests with moving forward with their action plan activities
4. Identify and resolve barriers with guests.
5. Serve as an advocate, on behalf of guests, with securing services and resources in the community.
6. Interact and work collaboratively with community organizations, shelter guests, visitors and others in a customer responsive and professional manner.
7. Maintain current progress reports on all active cases, in an approved manual or electronic format.
8. Consult supervisor with questions and concerns.
9. Participate in case management program development planning and brainstorming activities.
10. Administer intakes and gather social history information
11. Collaborate and develop stabilization plan/ goal sheet with client

#### **REQUIREMENTS:**

- Associates or Bachelor’s Degree in Human Service or Social Work, in process
- Reliable and flexible
- Excellent communication and writing skills
- Organized with attention to detail
- Able to work independently and under pressure in a fast-paced environment
- Creativity and initiative to follow through on projects
- Strong desire to help people and enthusiasm for working in a multi-cultural setting
- Computer literacy – preferably with PC systems

#### **TIME COMMITMENT:**

To be determined on a case by case basis.