

## **CASE MANAGEMENT ASSISTANT INTERNSHIP**

The International Rescue Committee of Baltimore is a non-profit, non-sectarian refugee resettlement agency dedicated to working together with legally admitted refugees to assist them in rebuilding lives and reuniting families in the greater Baltimore area. A committed staff of professionals and volunteers provide essential resettlement services to refugee families including basic necessities, education, employment, social services and advocacy.

**PURPOSE:** This year, the IRC Baltimore Regional Office will be resettling Burmese, Bhutanese and Iraqi refugees. The Resettlement Services Program is the first point of contact for newly arrived refugees and offers support, guidance and counseling through all stages of resettlement. The Case Management Team provide initial services to orient refugees to life in the U.S., including (but not limited to) securing housing, addressing medical concerns, registering children in school, applying for Social Security and Maryland ID cards, and linking refugees to our internal and mainstream services. Case managers also offer counseling in home-budgeting, crisis intervention, family counseling and other areas of social adjustment.

### **ESSENTIAL RESPONSIBILITIES:**

The Case Management Intern will assist the Case Managers and refugees with the following tasks:

- MTA orientation (to IRC, health clinic, job, shopping centers)
- Activation of EBT cards for food stamps
- Follow-up with DFCS on public assistance issues
- Obtaining Maryland IDs for newly arrived refugees
- Assisting refugees with doctor's appointments and researching appropriate medical providers for refugees and/or low-income families
- Registering refugee children for school
- Securing housing and furniture for newly arrived refugee families
- Providing general administrative support

### **QUALIFICATIONS:**

- 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
- An interest in international and refugee issues
- 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
- A car/driver's license is beneficial

### **TIME COMMITMENT:**

- Fall and Spring interns are required to work at least 10-15 hours per week, Monday through Friday, for a minimum of 12 weeks in the Fall and Spring
- Summer interns are required to work at least 25 hours per week, Monday through Friday, for the entire summer.

**Reports to:** Community Outreach Coordinator

**Position:** Unpaid Internship

**Updated:** November 13, 2008

To apply, please send your resume and a cover letter to Jessica Li, Community Outreach Coordinator: [jessica.li@theirc.org](mailto:jessica.li@theirc.org).