



Family Promise of Spokane

Case Management Internship

Last Updated: 1/10/2020

OVERVIEW: Case Management (CM) Interns at Family Promise of Spokane will get a glimpse into the world of case management and how it relates to families experiencing homelessness. Interns will receive an overview of the case management process and what it means to uphold professional responsibilities in this field. Additionally interns will become familiar with the array of resources Spokane has to offer for people experiencing homelessness. A majority of a CM interns hours will be spent at, Open Doors Family Emergency Shelter.

GENERAL POSITION DUTIES

- Assist case managers with everyday tasks as it relates to case management
- Walk alongside guests who are experiencing homelessness within a sometimes chaotic environment
- Work with CM to collaborate with agency partners and create new partnerships where needed
- Manage thorough case notes on all cases
- Uphold Family Promise's core values
- Attend community meetings and trainings where applicable
- Check in with families on a weekly basis & provide excellent customer service to Guests
- Communicate mistreatment or unethical behavior witnessed or told secondhand to supervisor
- Commit to following WA state mandatory reporter, rights to privacy, and release of information laws
- Attend weekly staff meetings, if able
- Work on side projects as directed by the supervisor
- Increase one's own skill set and knowledge through books, journaling, ect. and attending trainings
- Help around the shelter as needed when asked by immediate supervisor

SPECIALIZATIONS: Additionally, interns will specialize in a specific area as follows:

Housing Specialist:

- Direct Guest to appropriate resources as needed

- Assist Guest in locating housing that fits their needs
- Work with CM in creating a housing portfolio for each family
- Advocate for guests as it relates to landlords and creditors
- Build partnerships with agencies and landlords within Spokane
- Work with CM to create a housing resource center in the shelter and keep up-to-date
- Assist Guest in looking up credit reports
- Offer support to Guests that need help completing housing applications and forms
- Encourage Guests to locate documents
- Help facilitate life skills classes
- Collect weekly housing logs from Guests

Employment/Income Specialist

- Direct Guests to appropriate employment resources, as needed
- Assist Guests in finding employment that fits their needs
- Work with CM in creating an employment portfolio for each guest
- Help Guests create a budget
- Assist Guests in building resumes
- Keep up to date calendar of employment classes offered within Spokane
- Work with CM to create an employment resource center in the shelter and keep up-to-date
- Offer support to Guests that may need help completing employment applications and forms
- Help guests to become employable through directing them to resources and/or classes and trainings within Spokane
- Help facilitate life skills classes
- Research employers that accept people with barriers and build partnerships
- Research agencies that may be willing to do workshops and trainings
- Assist guests in signing up for TANF and SSI
- Collect weekly Job logs from guests

Child and Family Resource Specialist

- Directs Guests to appropriate child care resources
- Connect families with HEART liaisons
- Help Guests uncover barriers to obtaining childcare and brainstorm how to eliminate them
- Work with CM to create a child and family resource center in the shelter and keep up-to-date
- Research agencies that may be willing to do workshops and trainings

- Create a calendar of events/activities for families to attend
- Lead Homework Club
- Offer support to Guests that need help completing applications and forms
- Research subsidized groups or clubs for families to attend
- Ensure stock of baby items is full, ie- formula, wipes, diapers
- Direct to resources for basic needs and life skills classes
- Help facilitate life skills classes
- Collect weekly childcare logs from Guests

SKILLS

- Competent using Google Suite (Google Docs, Google Sheets, Gmail)
- Excellent written and verbal communication skills
- Excellent documentation skills
- Able to multitask and work under pressure
- Ability to be a team player, as well as, be self directed and take initiative
- Showing empathy and building genuine rapport
- Follow strict confidentiality and professional boundary standards
- Able to adjust to different and/or chaotic environments
- Ability to work with varying belief systems and values
- Handle conflict as it arises and stay calm in tense situations
- Strong work ethic (be on time, honest, responsible, ect)
- Comfortable communicating with diverse populations in a respectful and professional manner
- Capable of solving problems as they rise and figure out solutions
- Being research savvy and discovering new resources around Spokane
- Being willing to collaborate with various organizations in a professional manner

QUALIFICATIONS - A formidable candidate will:

- Uphold high standard of dignity for guests
- Work independently, as well as collectively with guests, volunteers and staff
- Have a servant's heart
- Be punctual and prepared
- Be comfortable relating to homeless families and people from diverse backgrounds
- Maintain professional boundaries with guests
- Take initiative to learn new things
- Flexibility with scheduling is preferred
- Working toward obtaining a college degree

- At least 21 years of age
- At least 2 years experience working with children and families
- Be emotionally mature and stable
- Proven record of working with diverse populations and/or people experiencing homelessness
- Pass criminal background checks
- Professional appearance and demeanor
- Reliable transportation
- De escalation training preferred

STRUCTURE: A case management intern will work alongside a case manager, other interns and shelter staff. An intern will perform most of their job duties at Open Doors Emergency Family shelter. This setting may be chaotic, very busy, and loud at times. Conflicts may arise, as well as, tense situations. Remote work is a possibility with some job duties. Interns are offered 10 hours of work a week. In addition to regular work duties, case management interns will have a weekly check-in with the Family Services Manager to receive direction and professional development.