

# Shelter Case Manager Intern

Volunteer or Internship Position Description



## *Position & Responsibilities*

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### **Role Summary**

The Shelter Case Manager Intern will work with shelter case managers and staff to assess victim/survivor needs to connect to appropriate services and ensure the provision of comprehensive services which meet their needs. This intern will implement services with a trauma-informed, strengths-based and client-centered approach while assisting people to work toward self-sufficiency.

### **Impact & Benefits**

- Practice supportive crisis intervention and conflict resolution skills
- Foster a safe and empowering community and practice advocacy to support individuals and families who have experienced trauma/violence
- Gain experience in a residential shelter setting

### **Position Responsibilities**

- Create safe and supportive relationships with clients
- Provide case management services to shelter clients on their caseload; maintaining consistent contact with all clients
- Provide advocacy and support using a strength based, non-judgmental and client centered approach
- Assist with intakes and assessments, goal plans, progress reports, and exit reports
- Provide transportation to clients for appointments and commitments related to goal areas
- Support clients in setting and achieving client-led goals to foster hope and healing and secure housing
- Set and uphold professional boundaries
- Complete documentation in a timely manner

## *Qualifications & Expectations*

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### **Position Qualifications:**

- Basic knowledge of domestic violence related issues and systems
- Ability to welcome and engage a diverse group of clients and team members with a demonstrated commitment to diversity, equity, and inclusion
- Understand and work from the agency's set of values and philosophical approaches, including harm-reduction/housing first, trauma-informed care, violence as a learned behavior, and client-centered and led work
- Access to reliable transportation, a valid driver's license and insurance, and maintain a good driving record
- Comfortable working under pressure, ability to remain calm in response to crisis situations
- Excellent communication skills, including active listening skills and ability to respond without judgment to client needs, reacting appropriately with empathy and respect

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.



### **Time Commitment & Availability**

- Commit to 10-12 hours per week for a minimum of four months (or 15 hours per week for a summer placement)
- Daytime weekday availability required

### **Supervision & Training**

- Attend Tubman's five part Volunteer/Intern Orientation and Training series
- Supervision provided by a Shelter Case Manager staff within Tubman's shelters

### *Organization*

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For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. [www.tubman.org](http://www.tubman.org)

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