

# Shelter Case Manager Intern

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; maintaining consistent contact with all clients on caseload
- 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 and professional 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 good driving record
- Comfortable working under pressure; ability to remain calm in response to crisis or unexpected 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 a 12-15 hours per week for 6-9 months preferred
- 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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Each year Tubman helps nearly 25,000 people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, and youth programs. [www.tubman.org](http://www.tubman.org)

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