



## INTERFAITH MINISTRIES FOR GREATER HOUSTON

3303 Main Street. HOUSTON, TEXAS 77002

713-533-4900 FAX 713-524-6129

### Shell Internship Program POSITION DESCRIPTION: Resettlement Case Worker (Intern)

Department: Refugee Services  
Supervisor: Assistant Director for Client Services and Outreach  
Classification: Intern (30-35 hours/week)  
Duration: 8 weeks ( May 22, 2017, and August 18, 2017)  
Pay: \$2500.00 for internship duration

#### **BASIC RESPONSIBILITIES:**

Assist newly arrived refugees reaching self sufficiency through the provision of Reception and Placement Core Services. To work with the Refugee Services staff to meet all program guidelines.

#### **SPECIFIC RESPONSIBILITIES:**

##### **Client Services**

1. Provide pre-arrival services, including preparing housing and purchasing food
2. Pick up refugee families at the airport
3. Provide resettlement orientation and develop individual resettlement plans for each refugee family
4. Refer refugee families to Employment, Match Grant, Refugee Cash Assistance, ESL and other appropriate programs
5. Assist clients to apply for government documents and benefits, such as Food Stamps & Medicaid
6. Take children to enroll in school
7. Assess clients with special problems and make appropriate referrals to solve such problems
8. Pick up and deliver household items (sofas, tables, groceries) to refugee families
9. Provide transportation to clients as needed
10. Assist with preparations for World Refugee Day and other projects as needed

##### **Documentation**

1. Document all services provided in files and case notes, as required by program guidelines
2. Complete all client applications in a timely and accurate manner
3. Prepare and submit reports as required

#### **OUTCOMES:**

1. Provide resettlement case work for 3 cases/month

#### **QUALIFICATIONS:**

1. Experience working in case management or with refugee/immigrant populations
2. Be a currently enrolled, undergraduate student who will be returning to college as a full-time (12 credit hours) sophomore, junior or senior in the fall of 2017.
3. Submit written enrollment verification from their college or university confirming the student's enrollment status to Volunteer Houston.
4. The internship is eight consecutive weeks in length, between May 22, 2017, and August 18, 2017.



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5. Selected interns must work a minimum of 35 hours per week.
6. Interns will be treated as a salaried employee for agency and subject to FICA and income tax withholdings.
7. The internship is only open to undergraduate students.
8. Fluency in English, with excellent written and verbal communication skills
9. Proficiency in one of the refugee languages (Arabic, Spanish, Burmese, Bhutanese, Kiswahili) preferred
10. High degree of independent judgment, flexibility and problem-solving skills
11. Must be able to work a flexible schedule including some late nights and weekends
12. Must be able to lift 30 pounds on a regular basis, and 50 pounds occasionally
13. Must have a valid driver's license and automobile liability insurance

### **PHYSICAL DEMANDS**

This position is generally set in a comfortable office environment, but it will frequently require outside of office work. Client field work may occur during or after business hours and it requires talking, writing, driving in inclement weather, walking on uneven surfaces and standing for upwards of 30 minutes straight, depending on the situation. It requires seeing, hearing, talking, sitting and walking on a daily basis. It may require bending and lifting 20-30 pounds on a frequent basis. Field work will require driving, getting in and out of a car under different weather conditions (rain and high degree temperatures during summer).