

Alston Wilkes Society

Job Description

Position Title: SSVF Intern

Program: SSVF Program

Reports to (Position): Lead Case Manager

Location: State SSVF locations

Date Written/Revised: 5/2013

Job Status: Intern

Job Summary: The Intern, under the direction and supervision of the SSVF Lead Case Manager, is responsible for mastering the responsibilities as assigned. The intern must be available during program hours, 8:30am – 5:00pm.

Primary Duties and Responsibilities:

1. Provide administrative support to the SSVF case managers and other staff (respond to program inquiries, assist with program documentation, phone calls, clerical, etc.)
 2. Coordinate and conduct individual participant needs assessments, prioritizing services based on screening tool with assistance of the program participant
 3. Provide crisis intervention as needed to stabilize participant (food, utilities, shelter, health services, etc.)
 4. Facilitate development of Individual Service Plans to include goals shared by both CM and veteran to sustain housing stability
 5. Document progress and other services provided in client files.
 6. Assist case managers with basic participant follow-up services, including participant updates with other service providers, checking progress with benefit applications (online and via phone with VA and Benefit Bank), check-ins with participants, etc.
 7. Identify potential affordable housing opportunities of varying types
 8. Coordinate and establish referral source network, attend community meetings, and conduct outreach activities as needed.
 9. Ensure client confidentiality in accordance with established procedures and regulations
 10. Perform all other duties as assigned.
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Minimum Qualifications:

Knowledge Of:

- Veteran's specific social, behavioral, and mental health issues
- Low income and homeless population specific social, behavioral, and mental health issues
- General knowledge of Social Work/Counseling Code of Ethics

Skills In:

- Communicating effectively orally and in writing
- Organizational skills and ability to prioritize and complete tasks within specified time frame.
- Establishing and maintaining professional relationships with clients, client families, staff, and community agents
- Computer literacy

Education and Experience:

- Pursuing a Master's Degree in Counseling, Social Work, or related field.

Intern Name: _____ **Date:** _____

Intern Signature: _____ **Date:** _____

SSVF Lead Case Manager Signature: _____ **Date:** _____