

Case Management Intern

Organization: Community Day Center of Waltham

Reports to: Director of Operations of the Community Day Center

Hours needed: 20-40 hours/week, unpaid

About the Organization:

The Community Day Center of Waltham provides a core range of support and services to people facing homelessness in Metrowest. At the Community Day Center of Waltham, we believe that all people, no matter where they are on their life journey, deserve to be treated with dignity.

Our services include but are not limited to: case management that supports our guests with finding, securing, and maintaining housing, meal services, mail services, AA meetings, Smart Recovery, other support for substance abuse recovery, shower and laundry facilities, and essential hygiene and clothing distributions.

About the Role:

Our interns play an essential role on a small team making a huge impact! We are only two fulltime staff, so our interns need to be prepared to jump right in. This position is fast-paced and client-facing; the successful candidate must be comfortable working directly with people experiencing homelessness, mental illness, substance use disorders, and domestic violence.

After thorough training, our interns usually take on their own caseload, meaning you can expect to meet with people every hour in one-on-one appointments who are facing a range of challenges. This is NOT an internship where you'll be doing coffee runs! While it is a lot of work, we can promise you'll learn a lot and gain invaluable professional experience.

Please also note that the Community Day Center is not a traditional office setting! We are a community center, meaning a typical day looks like 30-40 people mulling about in your workspace. Be prepared that plans often go awry, it will always be noisy, and the unexpected will happen!

If environments like this excite you, and you seek to make a difference in the lives of deeply underserved populations, we want to hear from you!

Responsibilities of the role:

- Shadow Case Manager, Nina Lordi, in one-on-one appointments with her clients.
- After proper training, conduct case management in one-on-one meetings with clients; assist with SNAP, job searches, rental assistance, housing applications, SSDI applications, etc.
- Conduct intakes with new clients.
- Assist with reporting and data upkeep as needed.

Skills and Qualifications:

- Interest in a career in social work, psychology, human services, public health, nonprofit work, or a related field.
- Majoring in psychology, social work, nonprofit management, public health, or a related field.
- Junior, senior or masters students preferred, others considered if candidate has impressive work/volunteer experience.
- Prior experience doing case management is preferred but not required.
- Prior experience working with unhoused or low income populations strongly preferred.
- Must be comfortable working with clients suffering from substance use disorders and other mental illnesses.
- Familiarity with Google Suites.
- Proficiency in Spanish is highly desirable.