

Church World Service (CWS) Greensboro Refugee & Immigration Program Greensboro, NC

Mission Statement: Providing support and services to help new comers build lives in peace and dignity in the US.

Internship Title: Refugee Resettlement Case Work Intern

Responsibilities/Projects:

The Refugee Resettlement Case Work Intern works as a member of the case management team to assist newly arrive refugees in accessing services and building skills to achieve lasting self-sufficiency in the US.

Intern responsibilities include:

- Fielding walk-ins and telephone inquiries from refugee clients in the welcome and reception center
- Assisting newly arrived refugees with community appointments such as health appointments and school enrollment
- Assist in the preparation of housing for newly arrived families (includes setting up a new apartment with furniture and supplies)
- Participate in airport receptions
- Work with clients to ensure their basic needs are met (assist with grocery shopping, obtaining appropriate clothing, accessing over the counter medical care, completing applications for services, etc.)
- Help clients formulate realistic short and long term goals and create working plans to meet those goals
- Teach new arrivals skills needed to navigate a new community – practice learning how to use the bus, go to the library, access community programs at the children’s museum, go to a store and so on. For interns not familiar with the area this is a great opportunity to teach someone else how you would learn to do this yourself as a new comer
- Complete case notes for all services provided
- Assist with file preparation and maintenance
- Participate in office wide initiatives including special events, advocacy and staff meetings

Qualifications:

Refugee Case Work Interns should have a demonstrated interest humanitarian issues and working with multi-cultural communities.

Interns should be professional, patient, detail oriented and committed to learning quickly in order to best serve the needs of the target population. Interns will be supported by the Resettlement Program Coordinator and the Case Management Team but will be expected to take considerable personal responsibility for setting one’s own schedule, troubleshooting day to day barriers and taking initiative to get the most out of the learning opportunity.

Is there a language requirement? If so, please specify the language and level of proficiency needed.

Proficiency in a second language is not required but can be an asset. Caseload languages include (alphabetical order): Amharic, Arabic, Burmese, Chin, French, , Karen, Kinyarwanda, Nepali, Oromo, Swahili, Tigrinya

Working Conditions:

Office space will be provided. A computer lab is available if intern does not own a personal computer. Access to a vehicle and willingness to transport clients is strongly preferred.

On-site Supervisor/Mentor:

Kim Leblanc, Lead Case Manager, kleblanc@cwsglobal.org

Internship **Contact:** Primary contact in setting up the internship should go through Pahola Buros, volunteer coordinator, volunteernc@cwsglobal.org

Mentorship Plan: "S/he will be trained in refugee case work by the lead case manager..... Throughout the program the intern will have the opportunity to shadow staff members in various tasks in both employment and refugee resettlement to further engage them in the work of the community and offer opportunities for learning.

Preparation: (All Optional)

Books:

What is the What – Dave Eggers
Inside Out & Back Again – Thanhha Lai
A Long Way Gone – Ishmael Beah
The Middle of Everywhere – Mary Pipher
Do They Hear You When You Cry – Fauziya Kassindia

Films:

God Grew Tired of Us
Rain in a Dry Land
Voices of Iraq
Burma VJ

Does the intern need to provide her own transportation?

- Strongly preferred