

# ECDC / AFRICAN COMMUNITY CENTER

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## Extended Case Management Internship

**Job Summary** – The Extended Case Management Intern will assist refugees in Maryland to help them navigate local health, school, and benefit systems so they can live healthy, self-sufficient lives in their new community.

### **Roles and Responsibilities:**

- Assist and accompany clients to various appointments including but not limited to: employment, medical appointments, pharmacy pick-ups, mental health appointments, school enrollments, immunization appointments, ESL class enrollments
- Assist with researching benefits or service information on behalf of clients
- Assist with benefits enrollments or follow-ups
- Assist with conducting transportation, culture, and/or healthcare navigation orientations
- May assist with planning and running ESL workshops
- Assist clients to get services from local social service offices and public assistance
- Assist case manager with maintenance of case files
- Show clients how to use public transportation
- Assist with other related duties as assigned

### **Required Qualifications:**

- College degree or perusing an undergraduate degree in political science, international relations, social work, law/justice, community health, human rights, language or related field required
- Previous experience working in multicultural contexts is desirable
- An interest in international and refugee issue
- Ability to work independently as well as in a team
- Ability to work in fast-paced environment and process unexpected tasks and deadlines
- Ability to work under pressure
- Flexibility
- Creativity and initiative to follow through on projects
- Effective communication and writing skills
- Proficiency in one or more language other than English is preferable
- Having personal car or access to a car is highly desirable

### **Learning Outcomes:**

- Understanding of the timelines and processes refugees go through.
- Increased intercultural communication competency
- Exposure to basic non-profit operations and environment
- Knowledge of marginalized populations - challenges and opportunities
- Experience working with limited English proficiency populations
- Knowledge of Maryland refugee benefits systems
- Ability to navigate of social service systems
- Basic ability to keep case notes and maintain case files to State Department standards.

### **Time Requirements:**

At least 2 full days a week

### **To Apply:**

Please submit a (1) cover letter and (2) resume to [volunteer@ecdcus.org](mailto:volunteer@ecdcus.org).

Applications are considered on a first come, first served rolling basis.