

# HONOLULU COMMUNITY ACTION PROGRAM, INC.

## POSITION DESCRIPTION

**POSITION TITLE** : Case Management Intern  
**REPORTS TO** : Program Manager  
**SUPERVISES** : None  
**GRADE** : 7

### INTRODUCTION

The Case Management Intern supports the promotion of individual growth in participants by screening participants, providing referrals, and assisting with case management.

### CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a college level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develop and maintain win/win relationships and partnerships. The ability to develop, maintains, and strengthens partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

### ESSENTIAL POSITION RESPONSIBILITIES

1. Conducts consultation sessions in collaboration with designated Case Manager and Assistant Program Manager.
2. Maintain participant’s personal records and keep information confidential.
3. Identifies agency resources, services and systems.
4. Interns will assist Case Managers with screening participants with mental health needs/concerns to develop a plan of action.
5. Recommend and refer participants to the appropriate services as recommended by Case Managers.
6. Attend staff meetings, house meetings and in-service trainings as necessary.
7. Assist in maintaining a safe environment following COVID-19 protocols and house rules.

8. Answer phones, greet visitors, answer program questions, and confirm participants' appointments.
9. All other duties as assigned.

## **MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION**

Associate's degree in social work, sociology, psychology, counseling or a related field.

In lieu of an Associate's Degree in social work, sociology, psychology, counseling or a related field, a minimum of two years of relevant experience will be considered an appropriate substitution, with the approval of the Director of Community Services.

## **EXPERIENCE**

Two years of experience working and/or volunteering with people in recovery, homelessness, or felons is desirable.

## **REQUIRED SKILLS, KNOWLEDGE & ABILITIES**

- Able to maintain a high level of confidentiality.
- Must be able to read, write and speak in Standard English.
- Able to accept directives and work with staff and community social services providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work with people who are in stressful situations.
- Able to work independently and as part of a team.

## **DESIRED SKILLS, KNOWLEDGE & ABILITIES**

- Knowledge of the existing inventory of human services available to homeless participants living on the Island of Oahu.
- Knowledge of the characteristics of low-income areas and the community resources on Oahu.
- Knowledge of the multi-ethnic cultures common to Oahu.
- Able and willing to establish and conduct healthy relationships that encourage accountability, personal growth and responsibility
- Organized (people and task oriented) and possess strong written, oral and interpersonal communication
- Good listening skills
- Understanding of the unique issues encountered in a homeless environment; addictions; psychological disorders (anxiety, depression, trauma, schizophrenia, etc.)

## PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			X
Work Locations : outdoors	X		
Work Locations : sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc	X		
Lifting/carrying - light (up to 10 lbs)		X	
- medium (11 to 20 lbs)		X	
- heavy (over 20 lbs)	X		
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X