

# 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

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

- Answer phones, greet visitors, answer program questions, and confirm participants' appointments.
- 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