



DORCAS INTERNATIONAL
INSTITUTE OF RHODE ISLAND

Case Management Assistant/ Refugee Resettlement Internship Description

Job Title: Case Management Assistant / Refugee Resettlement

The Refugee Resettlement program at DIIRI resettles approximately 150 to 200 individual refugees (including adult individuals, and families with children) each year. Currently (2015), refugees are arriving from many countries, including Somalia, Iraq, Colombia and the Democratic Republic of Congo. Refugees are thoroughly screened overseas; they are invited by the United States to resettle here and DIIRI receives biographical data about the refugees before they arrive. Resettlement means that refugees are given the opportunity to make a new life for themselves in the U.S. – they have legal status, they are employment-authorized and they are eligible for government benefits such as food stamps and cash assistance. The refugee population includes a wide range of education levels and levels of English ability (from none to fluency). Refugees may have been living in urban or rural settings or refugee camps – experiences vary greatly.

Brief Job Summaries:

Reception & Placement (R&P) - preferred length of internship 6 months and 12+ hours a week

Refugee clients are provided with intensive case management from the date of their arrival for 90 days, which is considered the Reception & Placement period. Responsibilities of R&P caseworkers include: preparing for the arrival of refugees by securing and setting up housing; meeting refugee clients at the airport and orienting them to their new home; assisting refugees in applying for government benefits and enrolling in English class and employment services; helping refugees navigate their new community with the ultimate goal of self-sufficiency.

Interns with Refugee Resettlement/Reception & Placement will work with R&P caseworkers to assist clients with all of the above tasks as well as other issues that may arise for refugee clients during their initial 90 days in the United States.

Extended Case Management - preferred length of internship 6 months and 12+ hours a week

When refugee clients have been in the US for 3 months, their R&P period is complete and they are transferred to a new caseworker in Extended Case Management. These caseworkers are available to refugee clients for any issues they may encounter as they continue settling into their new life in the US. **Interns with Extended Case Management** will support staff by helping clients address these issues.

Medical - preferred length of internship 3+ months and 10+ hours a week

The Refugee Resettlement Medical Caseworker prepares for the arrival of refugees by scheduling their initial medical appointments. Some clients have acute health conditions that require follow-up within a specific time frame, but all clients must have initial health screenings. The Medical Caseworker helps clients understand how

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to navigate the medical system, including health insurance. **Interns with Refugee Resettlement/Medical** will support the Medical Caseworker in orienting and training newly arrived refugees in a variety of ways, including: how to take the bus to medical appointments, how to request an appointment, how to request an interpreter and how to fill prescriptions. Interns will help troubleshoot problems that refugee clients have with health insurance (generally Medicaid) and will help clients get their medical bills cleared through insurance.

Youth/School Programs - preferred length of internship 6 months and 10+ hours a week

The School Programs team is comprised of several different positions and programs that support refugee, immigrant and low-income families. The Family Literacy program taught by our Family Literacy Instructor provides ESL, GED, Citizenship and ABE instruction to parents of children attending the four Full-Service Community Schools in Providence. In addition, parents work with their children on take-home literacy activities and receive weekly parent education classes. The Toyota Family Learning program is taught by our Parent Facilitator who leads a parent leadership class each week focused on family service learning projects, family mentoring and parent education. For our refugee-specific programming, the Providence School Liaison is responsible for school enrollment and daycare placement for any recently arrived refugee child, as well as supporting the transition to the U.S. School System. All recently arrived refugee youth activities are tracked under the RI Refugee School Impact Grant, and this grant supports additional academic supports for the refugee children, including a Refugee Youth Summer Learning program run in partnership with BRYTE Refugee Tutoring Program and Providence Public Schools. **Interns with the Refugee Youth/School Programs team** will support staff with two of our grant funded programs: the Toyota Family Learning Program and the Rhode Island Refugee School Impact Grant.

Summer School Programs Intern

- Assist with developing materials and planning events for Toyota Family Learning program
- Support development of family service learning projects (outreach to potential project partners, support soliciting donations, organization of projects)
- Conduct initial family interviews and exit family interviews for Toyota Family Learning program
- Assist with data collection and entry for Refugee Youth Summer Learning Program
- Assist with initial assessment for newly arrived refugee youth and progress assessment

Desired: experience working with children and bilingual (prefer Spanish)

Academic Year School Programs Intern

- Assist with developing materials and planning events for Toyota Family Learning program
- Support development of family service learning projects (outreach to potential project partners, support soliciting donations, organization of projects)
- Conduct initial family interviews and exit family interviews for Toyota Family Learning program
- Assist with initial assessment for newly arrived refugee youth and progress assessment



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- Develop program resource materials and help connect families with these resources (afterschool programs, scholarship applications, summer camp applications, etc.)

Desired: experience working with children and bilingual (prefer Spanish)

Key Duties and Responsibilities:

(Medical) Tasks may include all of the following:

- Accompanying clients to medical appointments
- Teaching clients how to use the bus to get to medical appointments
- Helping clients clear their medical bills through their health insurance
- Helping clients recertify their Medicaid
- Troubleshooting issues clients may have with their health insurance
- Helping clients understand follow-up appointments, requesting interpreters, prescriptions
- Maintaining a record of all activities in the agency database

(R&P and Extended Case Management) Tasks may include all of the following:

- Assist with pre-arrival activities: apartment set-up, greeting new arrivals at airport
- Helping clients apply for Social Security Cards
- Helping clients apply for public assistance benefits
- Accompanying clients to appointments at Department of Human Services (DHS)
- Accompanying clients to the DMV to apply for a Rhode Island State ID card or driver's permit
- Checking client mail for important health care, school or DHS notices
- Maintaining a record of all activities in the agency database
- Participate in housing/community orientation
- Assist clients with bus training – helping them to learn how to use the public bus system
- Assist clients with opening bank accounts, etc.
- Assist clients with DHS paperwork (assistance completing and gathering documents) – food stamps, medical assistance, cash assistance
- Visiting clients at home if necessary
- Helping clients understand how to deal with incoming mail, organization of paperwork/mail at home
- Assist clients with accessing community resources
- Accompanying clients to DIIRI's Clothing Collaborative (to obtain free clothing)
- Assist clients with setting up home telephone and/or internet connection
- Assist clients with understanding/completing medical paperwork, dealing with medical bills



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- Assist clients transfer utilities (gas, electric) into their names
- Troubleshoot issues with health insurance
- Assist clients in reporting changes (income, address, etc.) to DHS

Skills and Qualifications:

- Flexibility and the ability to be self-directed
- Cultural competence, experience with individuals of other cultures
- Patience and willingness to communicate with limited-English speakers
- Strong communication skills (with clients, Refugee Resettlement staff and outside agencies)
- Attention to detail
- Ability to advocate for clients when needed
- Discretion and respect for client confidentiality
- Willingness to transport clients or accompany them to appointments by bus
- Fluency in languages besides English helpful

Educational and Professional Outcomes:

- Acquire knowledge on the refugee resettlement process
- Establish knowledge and skills on the process of working with interpreters and individuals with low level English
- Build strong case management skills with a diverse client population
- Increase knowledge on community resources and benefits
- Gain professional exposure in an international workspace
- Learn how to manage client caseloads within given timeframes
- Build a foundation for employment opportunities in case management services and/or non-profit setting

Training: On-site training and an agency orientation will be provided.

To Apply:

Please contact Brandon Lozeau, Community Relations Manager, at 401-784-8649 or brandonlozeau@diiri.org.