



Job Title: Pathways Intern

Reports to: Case Manager or Program Manager

Reviewed: 5/2/2024

Position Summary: Individuals performing an internship will be responsible for meeting the Pathways mission by serving the needs of shelter guests and program participants.

Requirements: Must be enrolled at a high school, accredited college, or university. Prior experience in a Human Services related field preferred but not required. Internships do not need to be affiliated with any particular class structure or program.

Core Values: Pathways has 6 core values (listed below) that will be adhered to by all staff, board members and volunteers.

1. **Integrity:** We act in a way and make decisions that are, at all times, honest, truthful, transparent, authentic, consistent, and relative to Pathways' mission and values. We will show accountability to see each task through to its fulfillment and hold others to the same expectation. We actively listen and are open to feedback and improvement. We take responsibility for our mistakes and learn from them. We acknowledge our roles in conflicts and participate in finding and implementing solutions.
2. **Respect:** We value, listen to, learn from and appreciate each other, our clients, our board, our donors and our community. We treat every person with dignity. We assume the best intentions in all people, giving everyone the benefit of the doubt. We give feedback directly, respectfully, and with a focus on solutions. We communicate our needs and expectations openly, and do not get angry at others' failures to fulfill expectations we do not clearly set. We carry out conversations and actions in a way that is thoughtful and high in quality.
3. **Inspiration:** We choose to see the potential in every person we meet. We inspire hope and create opportunities that empower. We will strive to be passionate about breaking the cycle of homelessness in those we serve. We will be actively present while on duty for Pathways, whether at the facility, in the community, or at a meeting. We will arrive ready to make a difference in the lives of those we serve.
4. **Excellence:** We will demonstrate exceptional performance and service. We will implement programs that not only meet our mission, but also meet our mission beyond expectations. We will evaluate every aspect of pathways, including our board, employees, clients, and specific programs.
5. **Community:** We are community leaders and advocates for individuals and families experiencing homelessness, and those at risk of homelessness. We will engage in various aspects of the Yankton community and surrounding areas. We will seek out partnerships that will be mutually beneficial. We will encourage collaboration between Pathways and

other agencies, businesses or organizations and strive to eliminate the duplication of resources.

6. **Responsible Stewardship:** We will receive and accept all gifts or donations with enthusiasm and express sincere thanks using appropriate methods. We will demonstrate responsible use of the gifts and donations and provide proof of responsible use. We will provide recognition for donors in a respectful and appropriate manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned as needed.

1. Understand and maintain strict confidentiality for every Pathways client.
2. Accept and respect all who come to Pathways.
3. Main role will be covering the Advocate desk to assist with answering the phone calls and directing them to the proper staff. Intern will primarily work with Pathways' Case Manager and Program Manager to learn the human services aspect of Pathways' programs.
4. Once comfortable, interns will have the opportunity to perform intakes and handle client cases from start to finish. This will include creating goals and connecting clients with tools and resources to complete those goals.
5. Utilize the Unite Us platform to track client case notes and make necessary referrals.
6. Uphold Pathways' policies and procedures, strictly enforcing Pathways' rules.
7. Maintain accurate documentation of each client; become as knowledgeable of each client's background and case goals as possible.
8. Assist with donation organization, general facility maintenance, and any other tasks deemed necessary by Pathways' staff.
9. Shadow each position at Pathways for each of the staff's duties.
10. Recognize & deal with crisis situations, but knowing your own limitations and when to alert authorities or ask for help.

Hours: Shifts will be determined by the Intern and Program Manager. Total number of hours, number of shifts, and time frame of shifts will vary depending on the requirements of the students coursework. Flexible scheduling available.