



Job Title: Case Management Intern

Reports to: Case Manager or Program Manager

Reviewed: 1/10/24

Position Summary: This position will learn the ins and outs of case management at Pathways Shelter. Pathways operates several programs, and interns will have the opportunity to shadow each program, and then pick which program most interests them. Once fully trained, interns will take on a case management caseload of their own. Interns will be supervised by case management staff. Case Managers provide assistance to shelter guests by connecting them with resources, assisting with the housing application process, and advocating for guests successful move out of shelter and into permanent housing.

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 responsibilities 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

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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.

Operations

1. Understands and maintains strict confidentiality for every shelter client.
2. Uphold Pathways' policies and procedures, strictly enforcing Pathways' rules.
3. Complete intakes and perform data entry for clients who enter shelter.
4. Following Pathways approved policies and procedures. Ensure the creation and completion of goals for clients on their caseload.
5. Perform weekly check-ins with every client to ensure they have the tools they need to meet their goals. This includes 1 hour a week of case planning, and two team meetings per week to consult with other case managers about proposed goals and resources for each household.
6. Collaborates with other local agencies and businesses to fulfill the immediate needs of the client (gainful employment and housing are top priorities).
7. If a candidate qualifies for Homeless Prevention, Rapid Rehousing or Security Deposit Assistance Program, refer them to the Housing Case Manager to get them enrolled.
8. Assists in developing programs to serve clients more effectively.
9. Provide monthly updates to Pathways Board of Directors regarding shelter outcomes.
10. Assists Pathways staff in various maintenance tasks of the Shelter if volunteers are low (i.e. doing laundry on occasion, emptying de-humidifiers, cleaning storage areas).
11. Assists in transporting clients to and from necessary appointments (medical, mental health, parole/probation, employment, etc.)
12. Maintains a positive team approach to services by ensuring that all concerns or potential conflicts are addressed immediately with the best interest of the client, solidarity of the staff and the mission of Pathways being a focus over self.

Administrative Duties

13. Field calls related to current clients
14. Assist in maintaining Pathways' waiting list and other electronic documents on Google Drive used to track client interaction (for clients both in and out of shelter).
15. Use Unite US and HMIS software to keep an accurate log of clients in shelter and to make referrals to other community resources as necessary.
16. Keep accurate and complete case notes of time spent working directly with clients for grant funding purposes. The Case Manager will be responsible for turning his/her time with clients in to the Program Manager at the end of each month.
17. Attend meetings and trainings as requested by supervisor.
18. Be open to taking on new tasks as assigned by supervisor.

Hours: Flexible Scheduling available for internships

Wage: all internships are currently unpaid.

Benefits: No benefits are offered with this position

Requirements: Earning a bachelor's degree from an accredited college or university

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