



Big Brothers Big Sisters of Will and Grundy Counties

Intern Case Manager

The Intern Case Manager is responsible for understanding and facilitating the Big Brothers Big Sisters match process by assisting the program staff. Intern case management includes but is not limited to: 1.) referrals, inquiry/orientation, 2.) intake, 3.) assessment, 4.) eligibility determination, 5.) match recommendation, 6.) matching, 7.) supervision, 8.) closure, 9.) record keeping, 10.) maintenance of confidential records, and 11.) referrals.

Responsibilities - participation to a limited degree in the following activities:

- Facilitate parent and volunteer inquiries
- Conduct parent, child, volunteer orientation, intake, and assessment, including but not limited to interviews, follow-up references, background checks, gathering collateral information, written documentation to support eligibility determination.
- Contact and interview with referral sources for volunteers
- Contact, interview, maintain referral sources for clients
- Make recommendation for final determination of acceptance/rejection to Case Manager
- Facilitate match relationship by providing support and mediation when necessary, including communication with collateral support
- Document all contacts and supervision
- Provide referrals to other social service agencies as appropriate
- Remain current with the developments within BBBSA
- Maintain relationships with area school officials to assist with in-school programs
- Communicate and interpret program services to other agencies in the community

- Represent agency at volunteer fairs, and like gatherings
- Assist with recruitment of volunteers and outreach of clients
- Assist with recruitment/outreach, program development, and public relations.
- Other duties as necessary

Professional Development

Participate in BBBSA training and other professional development training, as appropriate

Education, Experience, Skill Required

- Qualifications: Enrollment in college undergraduate or graduate program
- One year experience in youth service or educational institution involving direct client service, project management, and communication skills
- Reliable transportation and valid driver's license
- Successful completion of criminal/driver check

Hours

Hours are flexible and scheduled to maximize intern's ability to meet the needs of the clients and to provide the highest quality of service delivery.

Contact

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