



Internship: Refugee Case Support

Catholic Charities calls the community to action to join us in addressing the root causes of poverty, hunger, and homelessness by serving, educating, and empowering all those in need

Position: Refugee Case Support Internship (*unpaid*)

Location: 1421 Mockingbird Ln, Dallas, TX 75247

Time commitment: As discussed and agreed upon by on-site supervisor.

Duration: 1 semester

Site hours: As discussed and agreed upon by on-site supervisor.

Supervisors: Victoria Rivera

Mission: Refugee Services

CCD's Refugee Services Departments mission is to promote human rights through local service to refugees and immigrants who have suffered human rights abuses. Catholic Charities Dallas Refugee Services has a long history of welcoming the stranger. We work alongside and support clients throughout their journey and provide newly arrived individuals and families with services and opportunities to achieve their full potential here in the United States. Refugees are men, women, and children - fleeing war, conflict, and persecution and seeking safety in another country. It is these individuals who Catholic Charities Dallas has the blessing of working alongside.

Internship Description

The case support intern will provide support to case managers through data entry and document upload as well as assisting in meeting client needs through gathering and delivering donations, filling out benefits applications, and helping to set up client apartments. The needs of refugees and the services provided differ and therefore the intern must be flexible and may be asked to help with a variety of things.

Intended Outcome

The outcomes of this role are supporting the case managers in giving quality, timely services to clients and to ensure case documentation is up to date. The internship will impact the program by improving services provided to refugee clients and helping the clients reach self-sufficiency and integration into the community.

Responsibilities Include

- Fill out public benefits applications such as SNAP, public housing, and Medicaid
- Help with shopping for apartments needs and setting up apartments for newly arriving refugees
- Enter client data into databases
- Write case notes and upload documents
- Deliver client donations

Values of a Successful Intern

- Service – Giving of ourselves and welcoming all.
- Compassion – Treating all with empathy, care and consideration.
- Integrity – Doing what is just, honest and merciful.
- Respect – Acknowledging the dignity and worth of every person.
- Commitment – Giving attention, energy and passion to all we do.

How to Apply

Please send the following items to the Volunteer Manager: volunteer@ccdallas.org

- Resume
- Internship you would like to apply for
- School requirements if using internship to receive school credit
- Internship length and time commitment
- Goal Statement of what candidate would like to accomplish with an internship at Catholic Charities Dallas

Process Steps

1. Application is reviewed by Catholic Charities Staff.
2. After review, program staff will directly contact candidate.
3. An interview will be set up with the program manager and intern.
4. After successful completion of the interview and both parties choose to move forward, you complete your internship on boarding of : background check, online training, submit 3 references that will be contacted as character references.
5. You will then be formally placed in the internship and can begin on a previously approved start date.