



# Internship: Case Management

*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*

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**Position:** Hunger Services Case Management Internship

**Location:** Joe's Pantry 8102 Lyndon B. Johnson Freeway Dallas, TX 75251

**Time commitment:** Minimum 20 hours Tuesday-Saturday

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

**Duration:** One semester

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## Mission: Hunger Services

Living up to our calling to welcome the stranger, we aim to let no one go hungry in our diocesan service area. In this effort, we strive to address this basic human need for every walk of life without judgment and without expectation. Our program is particularly pertinent given so many in the Dallas area are food insecure; we currently have over 100 food pantries all over Dallas that include community pantries and mobile food trucks, all under the umbrella of the Catholic Charities Dallas food program. Your awareness of this problem and willingness to assist in addressing it directly contributes to a greater solution!

## Internship Description

As a CCD Case Manager Intern, you'll be able to support clients in a holistic way, addressing not just their immediate food needs but also other challenges they might be facing. Engaging with clients one-on-one allows you to build trust and tailor your approach to their specific situations. Some tasks you might focus on could include assessing their needs, connecting them with additional resources (like housing, employment, or health services), and helping them set achievable goals. Flexibility will be key, especially with tasks ranging from client interaction to data management. Strong computer skills will help with the data cleanup aspect, and being bilingual will be a huge asset in connecting with a diverse clientele. It's great that you are a part of a team that's dedicated to making a real difference in people's lives!

## Responsibilities Include

- Updating and maintaining the client resource management database is crucial for ensuring that information is accurate and accessible, which directly impacts service delivery.
- Assisting with food pantry services will give you hands-on experience in operations and client interaction, helping you understand the logistical side of service provision.
- Supporting the Case Manager with reporting and resource identification will deepen your understanding of program evaluation and resource networking, which are key for effective case management.
- By being involved in various tasks and projects, you'll gain a broad perspective on how different elements of the organization come together to serve clients. This multifaceted approach will enhance your learning and professional growth.

## Intended Outcome

Contributing to the mission of improving education and support for parents and young children is crucial for fostering a healthier community. By engaging in case management, you'll not only develop professional skills, such as communication and problem-solving, but also enhance your ability to empathize and connect with clients on a personal level. These interpersonal skills are vital in understanding and addressing the unique challenges each client faces.

## **Knowledge, Skills and Ability:**

- Remaining calm and professional in the face of difficult behaviors will help you build trust and rapport with clients.
- Having the capability to work independently and apply critical thinking will enable you to assess situations accurately and make informed decisions that best serve your clients' needs
- Setting healthy boundaries is essential for maintaining a professional relationship while still being compassionate and supportive.
- Proficiency in basic computer skills will help you manage client records and reports efficiently, and flexibility in scheduling will allow you to respond to the needs of both clients and the organization

## **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](mailto: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 onboarding 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.