



Volunteer Position Description

FACETS

Location	Various locations/group homes/scattered site
Position Title	Case Management Intern
Purpose	The intern assists individuals in our Permanent Supportive Housing program with maintaining safe and stable housing. Additionally, assistance with much needed services such as medical treatment and obtaining income are provided through this internship.
Key Responsibilities	<ul style="list-style-type: none"> • Establish contact and build rapport with individuals recently housed who meet HUD’s definition of Chronically Homeless. • As participants are engaged, provide case management, information, and referral to supportive services. • Advocate for and actively assists participants in obtaining services (e.g. benefits, medical, dental, mental health, substance abuse, housing referrals, financial assistance, employment, training, mentoring and socialization). • Develop housing stability, financial, and self-sufficiency case management plan with participants. This will include intake interview to determine household needs, goals, and eligibility. • Provide mediation and advocacy with landlords on the household’s behalf to develop a workable plan to obtain and/or maintain housing. • Apply knowledge of residential lease contracts to educate participants of their rights and responsibilities. • Credit counseling and other services necessary to assist program participants with critical skills related to budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems. • Connects participants to services designed to increase their skills and income so that they can maintain stable housing. • Documents all services identified and provided, referrals made, and transportation provided. • Travels and makes home visits. • Represents FACETS in the community, in accord with Agency Mission, Vision, Values, and Code of Ethics. • Performs other duties as assigned.
Time Commitment	16 hours per week for at least 6 months
Supervisor	Director of Supportive Housing
Qualifications	Working towards Bachelor’s degree (either junior or senior level required) or Master’s Degree in human services field.
Training	Training is provided by FACETS.
Appointed by	Volunteer Manager and Director of Permanent Supportive Housing