



Internship Position: Case Aide Intern

Organization Name and Location: Refugee Services of Texas, San Antonio

Hours per Week: Minimum 15 hours per week

Length: Spring Semester 2022, minimum 1 semester

Compensation Type: Unpaid, mileage reimbursement available for specific internships

Agency Description: Refugee Services of Texas, Inc (RST) was founded in 1978 and is a non-profit social service agency dedicated to resettling and providing social services to refugees and other displaced persons. RST Fort Worth resettles refugees from thirty different countries of origin with the majority of clientele currently originating from Afghanistan, Burma, the Democratic Republic of Congo (DRC), Iraq, and Somalia. RST's mission is to provide quality services guided by principles of human compassion and dignity.

Internship Description:

RST is seeking a case aide intern to assist with their refugee Reception and Placement and Matching Grant Programs. Internship duties consist of assisting newly-arrived individuals with social services, cultural orientations, school enrollment, and community integration. Intern may assist clients in scheduling transportation to health appointments, apartment set-ups, or other services related to helping refugee clients attain self-sufficiency in the United States. Duties also include administrative assistance in running a social-services organization. Interns will gain a range of professional and administrative skills, an understanding of U.S. refugee programming, and the various domestic and international policies influencing refugee resettlement.

Duties:

- Assist in the coordination of services for refugee clients, including housing, medical appointments, inter-agency referrals, and crisis intervention.
- Coordinate cultural orientations and present to a large group of refugee clients on matters of US laws, health, safety, housing, and other various needs.
- Interact with city and state agencies and representatives as well as other non-profits in order to secure services for clients.
- Transport clients to and from appointments and related activities.
- Maintain a high level of organization in documenting activities within client case files and computer databases.
- Mentor a newly arrived family or individual, which will involve meeting with the family or

individual for one hour every week.

Qualifications:

Qualifications include an ability to be flexible and manage time appropriately, a willingness to work with diverse populations, professionalism, and a commitment to social justice issues. Prior experience with diverse and/or vulnerable populations preferred, though not required. Car insurance, valid driver's license, and willingness to drive clients in personal car are required.

Skills:

Skills include computer competency, excellent organizational skills, ability to meet deadlines, and effective verbal and written communication skills. Applicant should be mature, self-starting, and comfortable working within a fast-paced environment and with little supervision. Ability to speak in Dari, Pashto, Swahili, French, Spanish or Burmese is preferred but not required.

Application Instructions:

For consideration, please submit a resume, cover letter, and availability to sanantonio@rstx.org with subject line "Case Aide Internship Application". Please inquire about details if academic credit is desired.