

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Community Services Intern – No Limits
Reports To:	Case Manager II or Program Manager
Supervises:	None
FLSA Status:	n/a – Unpaid internship
Pay Grade:	n/a

General Duties:

The Community Services Intern will work with Case Managers to provide delivery of No Limits Program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values. The intern will assist individuals in need of supportive case management services who are at risk of homelessness, experiencing difficulties with self-sufficiency, and/or long-term welfare dependence, with tasks assigned by case managers, Program Manager, and/or Social Services Director co-facilitate client groups; and support the No Limits team's access to resources.

Specific Duties and Responsibilities:

- Co-facilitate No Limits workshops.
- Accompany/transport individual clients to various community resource sites as assigned by case manager.
- Support clients in completing applications for RPC services such as LIHEAP.
- Motivate and encourage client engagement and follow through.
- Model appropriate and productive behavior for client's progress towards stability and self-sufficiency.

- Interact with, and/or on behalf of clients, with intention of improving or maintaining their ability to function in a variety of interpersonal situations, including in family, school, job or community.
- Increase clients understanding of task assigned by case managers.
- Document all service provision within 48 hours of service/contact.
- Support efforts to collect client satisfaction surveys.
- Complete client file reviews.
- Gather/create resources for case managers as requested.
- Attend training as required by supervisor.
- Participate in team meetings and/or individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Other duties as assigned.

Required Knowledge, Skills, Characteristics and Abilities:

- Junior or senior standing in human services or related field.
- Ability to pass criminal background check.
- Strong background in customer services and human services.
- Valid driver's license and ability to transport clients and their children, and visit their homes throughout service area on a daily basis.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Possess motivational interviewing skills.
- Ability to attend community meetings and share information with team.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.

- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to, set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform duties and responsibilities.
- Computer skills necessary to complete case documentation, data entry and timesheets.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites.
- Conduct field work and travel to work sites 60-70% of workweek.
- Sit/stand at a desk 30-40% of workweek.
- Lift and carry equipment necessary to complete No Limits work, approximately 40 pounds.

Competencies:

- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management

Work Environment:

- Some work will be conducted in client homes with many different variables related to pets, cleanliness, air quality, etc.
- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, and/or while traveling in an automobile.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Intern/Student_____

Date _____

Approved 9/04/2019