

Case Management Assistant Central Intern

College to County Intern 2021

Intern Job Title: Case Management Assistant Intern

Department/Division: DCHS/ADVSD

Pay Rate: \$20.00 - 40 hours per week

Duration: Summer 2021 - 12 weeks

Supervisor/Manager: Joe Valtierra

Site: Virtual/421 SW Oak Portland, Or.

COVID-19 Information: Effective March 17, 2020, employees in this position are required to telework and perform limited field practices due to temporary and changing COVID guidelines and departmental procedures. County-issued technology will be provided for use during the internship.

Will the Intern drive? Yes, but not required

Program Summary:

Multnomah County leads with race and is an inclusive and equitable employer. This position will perform a variety of moderately complex paraprofessional, technical and administrative duties providing support and assistance to ADVSD Case Manager and programs. This exciting work will include calls to clients to get them connected to vaccine resources, help coordinate some vaccine activities, ensure excellent communication between programs, and tracking data. include providing client information services, assistance and referrals, and coordination of facility resources for us by Case Managers. [Link to website.](#)

Specific Duties or Major Tasks:

1. Support case manager activities by interviewing clients and carrying out delegated tasks to support program delivery.
2. Database support including data entry, file management, records management.
3. Provide administrative and technical support to case managers to maintain and execute effective workflow, including; completing miscellaneous paperwork, gathering, organizing and updating information in client files and databases, scheduling appointments,

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- performing coordination functions, and maintaining the management of records and files.
4. Complete, file or process reports, required forms and paperwork, intake sheets, face sheets, protective service forms, and prepare weekly/monthly reports.
 5. Prioritize requests received from case managers; request assistance as needed from supervisor.
 6. Contact community resources as an advocate for client receiving services; complete required paperwork or vaccination app.
 7. Other special projects as needed.

LEVEL AND TYPE OF WORK AND/OR SUPERVISION:

- Journey level
- Administrative support
- Perform the full range of duties, working independently, applying well developed subject knowledge, and exercising judgment and initiative.
- Receive occasional instruction or assistance as new or unusual situations arise.
- Fully aware of the operating procedures and policies within the work unit.
- Work is reviewed based on compliance, appropriateness, and effectiveness in meeting goals and deadlines.
- Receive general supervision from manager or staff

Qualifications (knowledge, skills abilities needed for the job):

Required

- Contribute and thrive in diverse and inclusive environments
- Familiarity with MS Windows, PC environment
- Familiarity with MS Word, Excel
- Familiarity with Google Products
- Effective writing and communication skills
- Respect for and ability to work with diverse individuals
- Ability to self-manage and perform directed tasks with independence

Useful

- Familiarity with professional office environment

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- Interest in a career in health care or social work

Working Conditions of the Job:

This position will mostly spend time in an office setting. **Time/Schedule Requirements:**

A weekly Monday – Friday schedule with some flexibility, if needed.

Qualifications:

1. High School Diploma or equivalent
2. Ability to use personal computer (MS Word, Excel, Database), working knowledge of email
3. Strong organizational and communication skills and ability to multitask and work in a fast paced, time sensitive environment
4. Dependable and reliable
5. Must pass a criminal background check (This step happens after an offer is made)

Training and Support Provided:

The intern is fully trained and can perform the essential functions of the job independently.

Internship Outcomes:

- Opportunity to develop advocacy skills and experience working with vulnerable individuals
- Develop an in-depth knowledge and understanding of resources and services in Multnomah County
- Working in a professional setting and team environment

Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.



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Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position through the form also located on this [website](#). The deadline for submitting an online application is April 4th, 2021.