



PROGRAM INTERN DESCRIPTION

OPPORTUNITIES:

- Develop and practice case-management, macro- level social work, and non-therapeutic group facilitation skills
- Improve and build interpersonal, organizational, and time management skills

BENEFITS:

- Program mileage reimbursement
- Flexible work schedule Monday through Thursdays with opportunities for evening and weekend events and experiences
- Strong and supportive team orientated agency atmosphere

DUTIES AND RESPONSIBILITIES:

- Uphold the agency's core values: empowerment, safety, integrity, flexibility, compassion, and cultural competency
- Provide relational, excellent customer service to all volunteers, families, youth, and community members
- Conduct thoughtful and thorough case management on a frequency according to BBBSA national standards, meeting key performance indicators and documentation requirements in the BBBS client management system
- Continually assess the match relationship focusing on child safety, match relationship development, positive youth development and volunteer satisfaction
- Identify potential difficulties in matches and develop strategic interventions to strengthen match relationships
- Provide match relationship coaching in a way that coaching is positively received and successfully implemented
- Create Youth Outcome Development Plans for Littles, to provide goals and structure for matches
- Provide community resources for Bigs, Littles, Parents/Guardians
- Maintain client files to ensure client information is up to date
- Facilitate client file audits to help ensure excellence in documentation
- Assist program team by facilitating weekly After School programs
- Assist program team with developing, planning, and supervising group match activities
- Attend and participate in monthly all-team and program team meetings
- Engage in weekly individual supervision and bi-monthly group supervision
- Identify and attend community professional development opportunities
- Prepare two match case studies for consultation with program team
- Prepare one social work presentation to share with agency staff for a lunch and learn
- Participate in agency-wide events including fundraisers, volunteer appreciation, community outreach and recruitment events including volunteer recruitment efforts
- Assist in utilizing SOR (Strength of Relationship) and YOS (Youth Outcome Survey) to assess match impact on youth development
- Assist program team with interviewing and assessing volunteers and children, as well as documenting interviews and assessments
- For Bilingual interns, provide translation services for case management success
- Other duties or opportunities that arise