

Case Management Assistant Intern

Department of County Human Services



Intern Job Title: Case Management Assistant Intern

Department/Division: DCHS/ADVSD

Supervisor: Mark Sanford, Manager, Public Guardian Office

Site: Five Oak Building (209 SW 4th Ave, Suite 510, Portland, OR, 97204)

Will the Intern drive? Yes

Program Summary:

The Multnomah County Public Guardian and Conservator supports older adults and people with disabilities under court authority. The program protects and enhances the quality of life for legally incapacitated and impoverished adults who are victims of abuse, neglect and financial exploitation by improving their safety and well-being

Specific Duties or Major Tasks:

1. Support Public Guardian case manager activities by interviewing clients for values history, carrying out delegated tasks to support program clients
2. Provide friendly visits to clients and deliver supplies and/or personal property
3. Escorting and assisting clients in light, community-related activities such as shopping, transitioning to new living environments
4. Support program staff through internet research, deploy and leverage contemporary online business applications, Google, Apple, Adobe products
5. Database support including data entry, file management, records management
6. Other special projects as needed

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

<ul style="list-style-type: none">• Familiarity with MS Windows, PC environment	<ul style="list-style-type: none">• Time management and independent work
<ul style="list-style-type: none">• Familiarity with MS Word, Excel	<ul style="list-style-type: none">• Ability to work with a multi-disciplined team
<ul style="list-style-type: none">• Familiarity with Google Products	<ul style="list-style-type: none">• Respect for and ability to work with diverse individuals
<ul style="list-style-type: none">• Ability to effect data entry and management	<ul style="list-style-type: none">• Ability to self-manage and perform directed tasks with independence
<ul style="list-style-type: none">• Effective writing and communication skills	

Useful

- Familiarity with Adobe Products
- Familiarity with professional office environment
- Interest in a career in health care or social work
- Ability to work with individuals who have diminished mental and functional capacity

Working Conditions of the Job:

This position will spend time in the office as well as out in the community carrying out tasks for program clients in a variety of long-term care settings where clients reside. The program's case manager as well as Deputy Public Guardians will supervise delegated work tasks and the candidate will work closely with these parties in carrying out assignments. There is also flexibility within the position to provide office support and engage in projects and special assignments based on experience and overall goals of the candidate

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. Driver's license and ability to drive
5. Dependable and reliable
6. Must pass a criminal background check (This step happens after an offer is made)

Training and Support Provided:

Program Manager will provide orientation to program and services; Case Manager will provide progressive training for task to task duties, Deputy Public Guardians will provide guidance for individual clients, Support Staff will provide training for any related in-office tasks

Internship Outcomes:

- Opportunity to develop advocacy skills and experience working with vulnerable individuals within the county Public Guardian's office.
- Develop an in-depth knowledge and understanding of resources and services in Multnomah County
- Working in a professional setting and team environment