



Lancaster

*Providing Hope and Support
to Immigrants & Refugees*

About the Organization

We work hand-in-hand with caring churches, organizations and individuals to provide help and homes to refugees, and work to build a community in the U.S. for uprooted people so that they can fashion a better future.

With the help of local co-sponsoring churches and volunteers, the CWS immigration and refugee office in Lancaster welcomes around 400 individuals each year to central Pennsylvania and aims to help the new arrivals adjust, become successful members of their local neighborhoods.

CWS of Lancaster serves the refugee and immigrant communities of central Pennsylvania. Through hard work and a long-term commitment of support, people who once had no hope are discovering the means of transforming their lives.

Read more from the New York Times:

<https://www.nytimes.com/2016/12/24/us/syrian-refugees.html? r=0>

Internship Details

Position Title: Special Needs Facilitator
Reports To: Resettlement Program Coordinator
Team: Immigration and Refugee Program/Lancaster Office

Church World Service does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, disability or veteran status in employment or in the provision of services.

Primary Purpose:

The Special Needs Facilitator will assist in the provision of strengths-based intensive case management to Special Population clients requiring extended services beyond -and in certain cases within- the initial 90 days of R&P resettlement period. In addition, the Special Needs Facilitator will conduct consistent outreach and education among community healthcare providers to supplement existing services that do not adequately address special population clients' needs.

Intensive Case Management

- Coordinate with resettlement case managers to identify Special Population clients for enrollment in program. Special Population clients will include youth and young adults without parents or permanent guardians who have spent an unusually long period under refugee camp conditions; single mothers; elderly refugees without a family support system; refugees experiencing social or psychological conditions, including emotional trauma resulting from war, sexual or gender-based violence; lesbian, gay, bisexual, and

transgender (LGBT) refugees; refugees who are HIV-positive; or other populations with physical disabilities or medical conditions; unanticipated arrivals, and secondary migrants.

- Connect clients to support as needed, by making referrals to external health care service providers and providing appointment assistance to medical care as necessary.
- Empower clients to successfully manage personal health/mental health care independently, utilizing strengths-based case management. Educate clients to navigate the health care system and become self-sufficient.

Outreach to Community Healthcare Providers

- In collaboration with the Intensive Case Manager, assess Cultural Orientation (CO) resources covering health topics, and deliver CO instruction on good health, nutrition, and hygiene practices.
- Advocate and network within the local mental and physical health community to educate providers on refugee needs and to reinforce/increase partnerships.
- Attend and participate in regional health conferences as outreach to the health/mental health community.
- Work closely with the Intensive Case Manager in outreach events and other activities, as needed.
- Work closely with the Resettlement Program Coordinator to monitor program progress.
- Prepare and submit clients' assessment reports and program progress reports to document accomplishments and challenges.
- Coordinate with ethnic community members for interpretation services as needs arise in case management.
- Assist the Intensive Case Manager, the Resettlement Program Coordinator, and Office Director in preparing reports as requested.

Common Duties

- Advocate on behalf of refugees, and refugee-serving voluntary agencies.
- Keep informed about refugee and immigrant issues, and available services to refugees, using current information to better identify and serve refugee clients.
- Represent the program at meetings and speaking engagements relevant to the responsibilities of the position.
- Undertake other duties as assigned.

Qualifications

- Education: Bachelor's Degree in Healthcare, Social Work, or related field. Knowledge of refugee language preferred.
- Experience: Previous work experience and interest in refugee services is preferred. Ability to provide culturally-sensitive counseling and case management is required.

- Other Skills: Superior written and verbal communication skills are required. The successful candidate must be computer literate, with proficiency in MS Office (Excel, Word and Access) and internet applications. Strong organizational and time management skills are required. This position will be required to transport clients using his/her own vehicle (mileage will be reimbursed). Clean driving record is required.