



Removing barriers. Building prosperity.

Case Management Internship Description

Daily Work is a nonprofit organization located on the bus/green line in St. Paul, a half block from the MN State Capitol building. Daily Work provides employment case management to people in poverty to assist them in finding employment, gaining stability, and making measurable progress towards financial sufficiency. The focus of programming is to support people in finding employment supports their overall well-being and ability to shape their own future.

At Daily Work, case management is a collaborative process of relationship-building, assessment, goal planning, resource identification, evaluation, and advocacy to address each job seeker's employment goals. Typical tasks with job seekers include job identification; completing online applications; resumes and cover letters; interview and workplace culture coaching; healthcare and housing applications; support for English, financial and technology literacy; assistance with a variety of paperwork, and securing picture IDs or driver's licenses.

Daily Work serves a diverse population of immigrants (70+ percent), primarily from Africa, the Middle East, and US-born adults of all ages and races who are navigating poverty and employment barriers.

Learning Opportunities

MICRO

Interns carry their own case load of clients providing intake, assessment, intervention, and goal planning. Interns can initiate and lead groups for identified needs. Strengths perspective, empowerment & ecological systems theory, the multi-dimensional framework, & motivational interviewing, among others are strategies frequently employed at Daily Work.

MEZZO

Interns research, advocate, and cultivate relationships with social service agencies to address the different goals of job seekers and resolve barriers related to gaining employment. Typical referrals include housing, health services and/or health insurance, other basic needs, county services, job training and education, and legal aid.

MACRO

Internally and through supportive relationships with advocacy organizations. Interns can collaborate with other agencies and participate in community organizing, strategic planning, and advocacy efforts related to policy issues that impact clients at Daily Work.

SUPERVISION

Daily Work is highly committed to providing an exceptional learning experience for students that truly integrates classroom theory and field practice. The foundation of this experience is weekly group supervision meetings where students discuss client cases and work together to identify community resources and effective practice approaches for each client. Students also participate in weekly or bi-weekly individual supervision.

Typical Activities

Case managers work to coordinate services, develop action steps, and advocate for and with job seekers to:

- Identify and secure resources related to basic needs, transportation, and job-readiness
- Improve job-readiness skills, including phone, computer, and ELL skills
- Develop personal skills related to problem-solving, decision-making, and goal setting
- Secure employment or take tangible steps towards obtaining it
- Develop a resume and cover letter

Other activities include:

- Networking and developing relationships with employers and other community agencies
- Facilitating small groups to engage and teach clients about job interviews, financial literacy, computer skills, and workplace professionalism
- Developing professional writing and documentation skills
- Improving overall writing skills by writing blogs for Daily Work

Other duties

- Attend and actively participate in weekly supervision meetings
- Provide feedback about ways to improve process and bolster client outcomes

Qualities desired for effective work in this program:

Ideal interns are flexible, team players who like to solve problems and have a personal commitment to their own growth and development. Interns who are self-motivated, have reliable attendance, willing to take initiative, passionate about helping others and who are interested in working with diverse people will be most successful at Daily Work.

Students should also have good attention to detail, strong interpersonal skills, and patience to help people navigate complex problems and systemic barriers. Excellent computer skills are required because extensive computer use and working online is essential to this position.