

## **Job Description : Intern – Case Management**

Updated 5<sup>th</sup> October 2017

### **Overview**

#### **Internship Programme Details**

The internship program with the Services Team at WAO is an internship no shorter than 90 days (approx. 3 months), including weekends and public holidays. The incumbent (intern) will be under the overall supervision of the Case Manager.

As the nature of the internship at the Services Department is hands on, sufficient time is needed for the incumbent to build rapport with WAO's clients and shelter occupants, especially since interns will be given the opportunity to assist with case management, along side the mentoring by Social Workers.

All decisions and actions taken in regards to a case, will need to be in line with the Organization's vision and mission and approved by the Case Manager.

The incumbent is required to have at least 3 progress report consultations with the Case Manager before the end of the internship. Below are the job description and required projects which the incumbent will need to undertake while interning at WAO

#### **Key Responsibilities**

- Familiarize yourself with Social Workers duties and operations and assist Social Workers with Case Management and various assessments related to shelter intake and discharge.
- Assist with researching resources for clients and Social Workers.
- Assist with monthly data input on Case Management and hotline database.
- Assist the Services team with duties of Hotline calls which WAO receives.
- Assist with services related tasks such as accompanying clients to external settings which are necessary for their cases to move forward; i.e: hospitals, police station, JPN, court appearances, marriage tribunals, legal aid centers, etc.
- Assist the Child Care Manager with tasks or research which are needed for WAO's child care center (CCC)
- Assist the Program Manager with educational/recreational activities which are planned and run for the women in shelter by engaging and coordinating with identified volunteers or corporate partners
- Ensuring the code of conduct is highly regarded and practiced in the line of the work and interaction between colleagues and beneficiaries

## **Internship Project**

The incumbent is required to assist the services team with one project during the course of the internship. The project must be based on the incumbent's observation or assessment on areas which WAO could better improve on from the perspective of services or data management/presentation. The project may be in the form of a research report, database revamping, or the creation of information or educational materials (content) which benefit the clients as well as WAO's reporting and fact sharing mechanisms. The project is to be done in consultation with the Case Manager and submitted up to 2 weeks after the end date of the internship.

## **Final Report**

The Final report of the internship should be submitted to both the Case Manager and the incumbent's faculty supervisor at least a week before the end date of the internship. A format for reporting will be given to the incumbent. An exit interview with the Executive Director/HR or equivalent should be scheduled before the internship ends for the incumbent to provide an overview of the internship program as well as make any recommendations/ constructive criticisms to help the services team improve better.

## **Skills and Qualities**

1. Committed to feminist principles and WAO vision, mission and core values.
2. Has an understanding and belief in the principles of women's rights and child rights
3. Has a valid Driver's licence.
4. Fluent in English and preferably Bahasa Malaysia.
5. Good listening skills, and compassionate.
6. Non-judgemental and ability to adopt a survivor-centred approach.