

Case Management Internship (Part Time/Unpaid Internship) **Meals On Wheels Atlanta**

REPORTS TO: Meal Services Manager

WORK HOURS: Flexible hours between Monday – Friday

LENGTH OF TIME: Flexible Internships in the Spring, Summer, Fall

JOB DESCRIPTION:

Meals On Wheels Atlanta (MOWA) Mission is to support senior independence through meals, shelter, education and community. Each year, MOWA accomplishes this by delivering nutritious meals, repairing homes, providing community and wellness support, and helping seniors and their families manage Alzheimer's and dementia.

(MOWA) is seeking an energetic, highly-motivated individual to join our team as a Case Management Intern. The intern will provide administrative and staff support while gaining a deeper knowledge of meal services, case management and nonprofit operations. This is an unpaid, part-time position for registered college/university students.

INTERNSHIP OBJECTIVES:

- Increase a student's sense of responsibility.
- Acquire good work habits.
- Enhance multi-tasking skills.
- Enhance communication skills.
- Gain experience with interdepartmental collaborations.
- Improve customer service skills.
- Obtain senior sensitivity training.
- Develop better understanding of Atlanta nonprofit network.

INTERN RESPONSIBILITIES INCLUDE:

OUTREACH:

- In coordination with Meal Services and Volunteer Services, help assist relationships within the community by delivering meals to homebound seniors.
- Help represent the organization in public meetings and presentations to the community (e.g. Meet & Greets with other depts.).
- Help assist with Social Media initiatives by providing client stories for newsletter articles and Facebook posts.

MEAL SERVICES:

- Assist with client satisfaction surveys, assessments, and follow-ups via phone and in person.
- Assist with directing current and prospective clients to appropriate programs
- Assisting with preparing pantry bags for MOWA's Emergency Pantry Program
- Developing a friendly rapport with clients
- Work collaboratively with program staff to assist various projects.

ADMIN:

- Provide general administrative support to the Meal Services department.
- Answer phone and email inquiries.
- Internet Research.

OTHER:

- Ability to respond with a high degree of urgency to the needs and requests of others, internally and externally (Customer Service).
- Ability to sparingly drive to and from clients' homes in the Atlanta metro area.

QUALIFICATIONS:

- Must be a current student or recent graduate.
- Ability to work a minimum of 16 hours per week.
- Must have transportation and use it on occasion for work duties.
- Must be able to lift over 20-30 lbs.
- Event Planning experience a plus.
- Outgoing demeanor, with the ability to motivate others.
- Demonstrated leadership abilities and strategic thinking.
- Ability to work independently and in a group setting.
- Highly organized.
- Able to multi-task and respond to deadlines.
- Excellent written and oral communication skills.
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint. Knowledge of Google Services and ServTracker software is considered a plus.

Additionally, all MOWA Interns are expected to take on additional responsibilities and participate in organizational wide endeavors as appropriate. Internship descriptions are not limited to items in formal internship description.

APPLICATION:

To apply, please submit a cover letter and resume to kmorrison@mealsonwheelsatlanta.org. No calls, please.

Meals On Wheels Atlanta is an Equal Opportunity Employer. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the Intern will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.