



## **Intensive Case Associate - Volunteer Job Description**

### **Program Description:**

Opening Doors' Refugee Resettlement Program helps refugees begin rebuilding their lives after being forced to flee their home countries. As refugees access Sacramento services that set them on the path towards self-sufficiency, those with uniquely vulnerable experiences face additional challenges navigating new, complex systems. Within Refugee Resettlement, the Intensive Case Management (ICM) program identifies and works with recently arrived refugees who are particularly vulnerable in areas of health, mental health, and social integration to help access the resources and services needed to achieve greater stability and success in their lives.

### **Volunteer Responsibilities:**

Intensive Case Associate (ICA) volunteers work with the Intensive Case Manager and refugees to gain both casework skills and advocacy experience. Additionally, volunteers are exposed to the social welfare system and are taught how to manage client cases. ICA volunteers are exposed to numerous opportunities to strengthen cross-cultural communication skills and broaden their multicultural awareness.

Volunteer activities may include (but are not limited to):

- Assisting clients at field appointments
- Interpreting in person or over the phone (if qualified)
- Teaching clients how to use public transportation
- Creating and maintaining case files
- Developing a comprehensive resource guide of Sacramento organizations and services
- Generating new projects and partnerships in collaboration with the Intensive Case Manager

### **Qualifications:**

- Excellent communication and interpersonal skills
- Ability to work independently and creatively problem solve
- Demonstrate flexibility and competent work under pressure
- Extremely detail oriented
- Experience working with multicultural populations
- Demonstrated interest in international issues, health, and/or mental health
- Experience with client advocacy
- Ability to transport clients to and from appointments

### **Preferred:**

- Bilingual, written and/or verbal proficiency in Arabic, Farsi, Dari, or Pashto
- Experience working with culturally diverse clients
- Access to personal transportation

### **How to Apply:**

Interested candidates should email a resume and cover letter to [volunteers@openingdoorsinc.org](mailto:volunteers@openingdoorsinc.org). Include "Intensive Case Volunteer- [Your name]" in the subject line.

\*This position would be an internship if it directly relates to your major/classes, and if your school is willing to give you credit in exchange for doing an internship. If not, you would be a volunteer, but with all the same duties and expectations.