Cash and Medical Assistance (CMA) Program Internship

Internship Position: Cash and Medical Assistance (CMA) Program Internship
Organization Name: Refugee Services of Texas, Austin
Number of openings: 1-2
Hours per Week: 16-24
Length: Dependent on length of internship requirements – preferably a minimum of 1 semester (negotiable)
Compensation Type: Unpaid. Mileage reimbursement available for specific internships

Agency Description: Refugee Services of Texas, Inc (RST) is a not-for profit social service agency guided by the principles of human compassion and dignity committed to providing quality services for refugees asylees, and survivors of trafficking. The five RST offices throughout the state provide resettlement services and programs designed for the local communities we serve. Working in partnership with faith-based communities, businesses, and volunteers, we provide our clients with resources, referrals, education, and guidance to ensure their success in leading self-sufficient lives in Texas.

Summary: RST is seeking Undergraduate and/or Master's-Level Interns to assist with their Cash and Medical Assistance (CMA) Program. The internship requires a minimum of 16 hours a week for at least one full semester (Fall, Spring and/or Summer), depending on time/educational requirements. Internship duties consist of assisting with orientation and enrollment of eligible individuals into RCA and RMA programs. The CMA internship will be project based, both allowing the intern to utilize computer skill, and gain an understanding of the U.S. Refugee Program and the various domestic and international policies influencing refugee resettlement. Intern will work closely with Employment and Social Adjustment Services programs for verification of client eligibility and compliance. Duties also include program evaluation and development, as well as administrative assistance in running a social-services organization. The internship is without stipends but does reimburse for mileage.

Duties
1. Assist with updating different Excel spreadsheets
2. Assist in the provision of CMA program orientation, prepare documents, arrange interpreters, schedule client appointments
3. Coordinate with R&P and SAS staff for CMA enrollment of eligible clients
4. Confirm client eligibility for the first and second phases of CMA in a timely manner to ensure clients receive full CMA benefits in accordance with program regulations
5. Provide intake and orientation for all eligible clients
6. Assist with enrolling clients in RMA health insurance; Notify USCRI of changes in cases as needed
7. Maintain timely case notes and case files per program requirements; Review client files and ensure all necessary documents are present
8. Enter client data into the RST and state databases in a timely manner as directed
9. Refer non-exempt clients to the associated employment program; act on client non-compliance as soon as reported by employment program, and serve as an advocate for clients
10. Maintain a high level of organization in documenting activities within client case files and computer databases
11. Other duties as assigned

**Qualifications:**
Qualifications include an ability to be flexible and manage time appropriately, a willingness to work with diverse populations, professionalism, and a commitment to social justice issues. Prior experience with diverse and/or vulnerable populations preferred, though not required. Current student of Finance, Accounting, or Engineering or individual highly proficient in Excel or Google Sheets preferred. Car, proof of insurance, valid driver’s license, and willingness to drive clients in personal car are required.

**Skills:**
Skills include proficiency in MS Word and Excel, proficiency in Google Suite (Sheets, Docs, Calendar etc.), computer competency, excellent organizational skills, ability to meet deadlines, and effective verbal and written communication skills. Applicant should be mature, self-starting, and comfortable working within a fast-paced environment and with little supervision.

**Application Instructions:** For consideration, please submit a resume, cover letter and availability to cadil@rstx.org with subject line Cash and Medical Assistance (CMA) Program Internship. Please inquire about details if academic credit is desired.