



Case Management Intern – Resettlement Services Dept.

Location: On-site (occasion remote days expected), New Haven CT

Start Date: May 26, 2026 (*exact date flexible*)

End Date: August 22, 2026 (*exact date flexible*)

Time Commitment: 15-20 hours per week, minimum 8 weeks

Supervisor: Daniel Pflueger, Associate Director of Resettlement Services

Compensation: This is an **unpaid internship**. Students may be able to receive academic credit depending on their institution.

About the Role

The Case Management Intern role is intended to assist the Resettlement team in helping clients navigate day-to-day, practical challenges that newcomers face in the first years of life in the U.S. The CM Intern provides direct service to clients seeking help accessing public benefits, housing supports, food aid, and other direct supports. The CM intern also helps to conduct regular outreach to the client base for check-ins, assessments, providing guidance and new information related to immigration policy. On-going documentation and maintaining client data is also required, and occasional home visits should be expected.

Key Responsibilities

(In addition to the following, all interns are encouraged to assist in tasks promoting IRIS events to individual networks and/or creating content for social media):

- *Conduct public benefits applications (HUSKY insurance, SNAP, Cash assistance) for clients newly enrolled with IRIS, as scheduling allows, and supplementally for other clients as needed*
- *Track and transfer case notes from the IRIS Community Partners volunteer program into the client database*



- *Conduct outreach to clients via phone call and text, to collect and assess ongoing needs among the humanitarian immigrant community*
 - *Research methods of continued streamlining of the Resettlement team at IRIS*
 - *Assist in occasional disbursements and documentation of in-kind or other forms or direct aid*
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Qualifications

Required

- Strong organizational skills; reliable and responsive.
- Clear, professional written and verbal communication.
- Proficiency with navigating or learning Excel, database systems, and other methods of tracking client progress and program information.
- Commitment to IRIS mission and well-being of immigrants; patience and skill to metabolize difficult client circumstances and interactions.

Preferred

- Experience in social services, immigrant assistance, or public health.
- Multilingual (e.g., Spanish, Arabic, Dari, Pashto, Swahili).
- Valid driver's license.