



Boys & Girls Clubs of Garden Grove, Inc.
10540 Chapman Avenue
Garden Grove, CA 92840

BILINGUAL CASEWORKER INTERN

The Boys & Girls Clubs of Garden Grove (BGCGG) provides hope and opportunity through youth development services and community health services, offering over 65 program locations that serve over 5,000 children daily and 24,000 individuals annually. BGCGG's mission is to enable all young people, especially those who need us most to reach their full potential as productive, caring, responsible citizens. Our vision is to ensure that the children and youth who attend our programs become competent adults, caring parents, and responsible citizens.

Class: Volunteer
Commitment: Complete a minimum of 120 volunteer hours / at least 2 days a week

Schedule

Location A: ARCHES M-F 8:00-5:30
Location B: FYOP M-Th 11:00-8:00, F 9:00-6:00 & S 9:00-5:00
Location C: TPP M-F 8:00-4:30 & T 10:30-7:00
Contact: Human Resources, 714-530-0430 x1972

Position Summary: Helps BGCGG Community Impact Programs interact with community both in the office setting and at special events. Provides translation services for Spanish or Vietnamese speaking clients & families, conducts intakes, compiles referrals, connects families to community services and gains experience with case management.

Essential Duties & Responsibilities

- Communicate professionally and effectively with supervisor, team, and school personnel to build positive working relationships and productive work environment
- Conduct intakes and provide psychoeducation on truancy laws to clients & families
- Maintain minimum caseload of 5 active clients for case management
- Provide translation services for Spanish or Vietnamese speaking clients and families
- Assist in creating & terminating files, complete all necessary documentation, update client information into database, assess and gather background information from clients
- Complete weekly phone calls to clients on waiting list as needed and answer phones to provide customer service
- Call and schedule clients for intakes and appointments according to program procedures and completes follow up phone calls for reminders or missed appointments
- Document all services rendered during phone contact, completed services, referrals, etc. in database and case notes
- Provide referrals and community resources to clients and families
- Assist in teaching educational classes to teens and parents as needed
- Assist in collecting, entering and compiling data relating to clients served and services provided
- Attend weekly supervision sessions, staff meetings, conferences and trainings as required
- Support the implementation of programs, services, and outreach events as needed
- Ensure a productive work environment by working as a team member, contributing to team meetings, and providing feedback to support decision making
- Maintain contact as needed with external community groups, schools, members, BGCGG partners and others to promote and ensure information and referral services are successful
- Uphold organization's mission and values

Additional Duties & Responsibilities

- Complete assigned tasks and perform responsibilities in a timely manner
- Adapt and be flexible; must be able to collaborate and use resources effectively
- Follow safety procedures & recognize potential issues at site and communicate with supervisor as needed
- May assist with any BGCGG special events, family nights or sponsored events
- Recognize potential issues at site and communicate with staff and supervisor as needed
- Maintain communication with supervisor to follow scheduling and callout procedures
- Accurately track hours via Paycom
- Maintain accountability to complete minimum commitment of hours and notify supervisor and Volunteer Coordinator of internship requirements (i.e. evaluations, meetings, signed agreements) in a timely manner



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Qualifications

- HS Diploma or equivalent
- Must be at least 18 years old to work at ARCHES
- Must be at least 21 years old to work at FYOP & TPP
- Currently enrolled in college in Human Services, Criminal Justice, Psychology, Sociology, Social Work, Counseling or other related program
- Must be bilingual in Spanish or Vietnamese
- Must provide TB Test Results and clear background check process
- **(TPP)** Must have valid CA Driver's License, automobile insurance, reliable transportation, and at least 2 years of driving experience
- Position may require standing/sitting for extended periods of time, dexterity of hands and fingers to operate office equipment, reaching overhead, above the shoulders and horizontally, bending at the waist; hearing and speaking to communicate and provide information to others; speaking to be heard before groups of people; position may require to lift, carry, pull or otherwise move objects between 10-20 pounds

BGCGG provides equal opportunity for all interns and volunteers and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, gender expression, gender identity, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to internship or volunteer opportunities.

Signature

Printed Name

Date