

Asian American Senior Citizens Service Center
Care Coordination Intern - Role Description

Please note that the following is our standard description for this role. Modifications can be discussed to fit the requirements for specific academic programs or for individual needs.

Basic Information

Title: Care Coordination Intern (CCi)

Recommended Applicants: Undergraduate students (upper division level) or graduate students that are studying, or have an interest in, social and human services. Relevant fields of study may include, but are not limited to: social work, social services, human services, community health, public health, counseling, sociology, and psychology.

Supervisor:

- Roy Ho, MSW (ECM Supervisor)
- Luna Lu, Psy.D (Clinical Director)

Type: Unpaid (must be earning school credit)

Hours/Duration: Recommended hours/duration is 15 or more hours per week for 9-12 months.

Location:

- Approximately 50% in-person in an office setting (850 N Birch St, Santa Ana, CA 92701)
- Approximately 50% field work (off-site) meeting with clients in various locations within Orange County, CA - *specific training/guidance will be provided in advance on ensuring personal safety when conducting field/offsite work*

Organization Summary

The Asian American Senior Citizens Service Center (AASCSC) is a non-profit organization, based in Orange County, CA (our center is in Santa Ana), that serves all age groups and all community members through an intergenerational approach with a focus on building a stronger and healthier community. AASCSC works closely with other nonprofits and government agencies to promote community health (including social determinants of health), provide direct health services, and to continuously advocate for our community. At the heart of these efforts is our underlying goal to strive for and ensure health equity within our community.

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Role Summary

The Care Coordination Intern (CCi) works with staff as a part of the Enhanced Care Management Team that serves Medi-Cal members who qualify for, and could benefit from, comprehensive/complex care management. Interns go through two phases during their internship period: a “training phase” lasting approximately 3 months (depending on intern readiness) and a “casework phase” lasting 6-9 months. During the training phase, interns will participate in training, shadow staff, and perform tasks under direct staff supervision. During the casework phase, interns will be slowly assigned clients over a few months and eventually cap at 4-6 clients. In the casework phase, interns will serve as the primary care coordinator for their assigned clients while having continued training, weekly individual supervision, weekly group supervision, and constant access to supervisors for support. Duties that the intern may carry out to support clients include conducting intake appointments, assessing health and social needs, connecting clients with appropriate resources/referral, providing health education and skill building interventions, and meeting our clients where they are at - including off-site such as at their homes, in public locations, at shelters, etc.

Responsibilities & Learning Objectives

1. **Learning Objective #1:** Develop foundational knowledge and social service skills.
 - a. Participate in comprehensive training on care/case management, working with clients, and professional standards.
 - b. Observe Care Coordinators and other staff while they conduct intake processes, client interactions, and interdisciplinary collaboration.
 - c. Support the coordination of referrals and linkages to health, social, and community services for clients.
2. **Learning Objective #2:** Build competency in client engagement and direct service delivery under supervision.
 - a. Assist with client outreach, engagement, and follow-up through phone calls, telehealth, or in-person contact.
 - b. Participate in intake sessions, conducting comprehensive needs assessments, and care planning with clients under staff supervision.
 - c. During the casework phase (after the training period), manage a small caseload of approximately 4–6 clients under supervision.
 - d. Provide direct services to clients in a variety of settings (including our center, client homes, and other community locations) while maintaining professionalism, cultural sensitivity, and adherence to confidentiality standards.
3. **Learning Objective #3:** Strengthen professional communication, documentation, and organizational skills.
 - a. Prepare session notes, care plans, and other records as needed that meet documentation standards.

- b. Communicate effectively with clients, staff, and external partners using clear, professional language.
 - c. Learn to balance multiple priorities and deadlines through supervised work.
- 4. **Learning Objective #4:** Understand interdisciplinary teamwork and the structure of a community-based nonprofit.
 - a. Collaborate with other agency programs and departments as appropriate to support client needs.
 - b. Participate in team meetings, group supervision, and interdepartmental discussions to understand organizational processes.
 - c. Contribute to agency events and community outreach activities as part of the internship experience.
- 5. **Learning Objective #5:** Engage in self-reflection and professional development.
 - a. Participate in weekly individual and group supervision sessions with assigned supervisors.
 - b. Seek feedback and integrate supervisor guidance to improve professional skills.
 - c. Reflect on learning experiences, identify areas for growth, and connect internship experiences to future academic and career goals.

Requirements

- Be at least 18 years of age
- Apply as part of a college program that provides school/academic credit
- Pass an interview, background check, and orientation/training process
- Be able to complete all internship hours during our normal business hours (Mondays-Fridays from 10am-4pm)
- Have stable transportation in order to come to our center and commute to field/off-site meeting locations (mileage reimbursement to/from work locations is provided)

Application Process

Internship offers are made on a rolling basis until our internship program is full for the desired date range. We recommend submitting your application (step #1 below) at least 6 weeks before your school's deadline to allow for enough time to complete the entire application process.

1. Submit the following by email to Roy Ho (roy.ho@aascsc.org), AASCSC Internship Coordinator:
 - a. Resume
 - b. Cover letter (optional)
 - c. Desired start/end date for the internship
 - d. Any applicable documents/public links that describe your academic program's requirements for an internship (such as total hours required, documentation

required, etc.) - *not required if we have an existing agreement with your program/school*

2. Complete our interview process:
 - a. 15-30 minute video call screening with the internship coordinator (Roy Ho)
 - b. Submit 2-3 references (individuals that can speak about your professional reputation)
 - i. You may submit references that know you from an academic, professional, and/or volunteer setting
 - ii. At least 1 of your references should be someone that has supervised you in a work or volunteer setting
 - iii. Do not include any references that know you primarily in a personal context (such as family members and personal friends)
 - c. 60 minute in-person interview (at our center in Santa Ana, CA) with AASCSC's management team (Jim Burns and Luna Lu)
3. A decision will be sent to you by email within 2 weeks of completing your interview process (step #2 above)