

Case Management Internship

Position Description

Background and General Information

Utah Dispute Resolution (UDR) is a private, 501 (c)(3) nonprofit organization, dedicated to providing mediation services and training in conflict resolution and mediation skills for residents of Utah. UDR uses trained, qualified volunteer mediators to provide mediation services; a small staff coordinates this effort.

UDR offers a few unpaid internships each year to qualifying students. Case Management Interns assist case managers with intake, scheduling, and preparation in advance of mediation sessions. Interns interact one-on-one with clients, attorneys, and mediators, in-person and by phone, from the organization's Salt Lake City office, which operates Monday through Friday, 9:00 am to 5:00 pm. UDR requires a minimum 100-hour commitment for its Case Management Internship. The work schedule is flexible within normal working hours.

UDR provides training to each intern. This training includes an overview of the mediation process; and instruction on intake procedures, using UDR's case tracking software; conducting client interviews; and assessing cases. As part of their internship, interns have the opportunity to observe one or two mediations and gain an understanding about alternatives to traditional litigation in addressing disputes.

Intern Responsibilities

Once fully trained, UDR interns are expected to:

- Maintain electronic and paper records including intake requests, questionnaire forms, and other necessary documents.
- Assist with written and verbal notifications to clients and attorneys throughout the case management process.
- Aid in answering inquiries about mediation and provide necessary referrals to other community programs.
- Schedule mediation sessions with clients, attorneys and other professionals.
- Help with other projects in the office when necessary.
- Adhere to UDR's confidentiality policy and refrain from divulging any identifying information about any client or mediation case.

Intern Duties

Interns work under the direct supervision of a UDR Case Manager in completing assigned duties, which may include the following tasks:

- Explain mediation and UDR services to potential clients.
- Conduct initial interviews to gather necessary information with potential clients.
- Assess client needs for other services and provide appropriate referrals to other providers when appropriate.

- Maintain accurate and complete records using UDR's electronic database, following established procedures and protocols.
- Review intake questionnaires, noting any concerns, and indicate the need for a follow-up interview regarding safety concerns.
- Prepare and send letters to clients, attorneys, and others connected to a case.
- Initiate reminder calls to mediation participants.
- Prepare case files and mediation rooms prior to mediation.
- Greet the mediation participants and seat them in separate waiting areas.
- Assist the mediator as requested.
- Complete other tasks as assigned.

Selection Criteria

UDR interns are selected based on their:

- Experience and interest in the field of conflict resolution and mediation.
- Participation in current or prior education or training in mediation.
- Ability to represent themselves as professionals.
- Willingness to learn new skills and expand upon existing skills.
- Integrity in maintaining confidentiality.
- Commitment to create a better community.

Application Procedures

To apply, students are asked to submit a UDR Internship Application found online at www.utahdisputeresolution.org (Opportunities). Applications should be submitted no earlier than two months prior to the academic semester for which they are applying.