MISSION

The Allegheny Link connects people in need to available resources in an effort to maintain their independence and quality of life. We assist:

- people with all disabilities.
- older adults to remain in the community.
- people who are homeless or at risk of homelessness to reach the goals of stable housing.
- parents and caregivers of children age 0 up to 6 by referring them to home visiting programs.

SUMMARY OF INTERN POSITION

This position is a learning opportunity within a high impact and high performance team of professionals. The Allegheny Link serves as the first contact for residents into the Allegheny Link to Aging and Disability Resources, the Allegheny County Homeless Continuum of Care, and the Link to Home Visiting Programs.

Skills to be gained during this placement would be:

- Robust resource knowledge with an emphasis on housing programs and programs serving aging persons or persons with disabilities of all ages (Medical Assistance, SNAP, Medicare Savings Program, Housing Authority/Homebuyer programs, etc).
- In depth, critical thinking with households to resolve challenges through natural supports, traditional and non-traditional resources
- Ability to efficiently manage time and workloads while being a part of a high-performance team.

Duties to be learned during this placement would be:

- Engaging people in a way in which they are comfortable.
- Assessing clients with immediate needs and then addressing those needs with learned resource knowledge.
- Following up with clients to ensure needed services were obtained.
- Tracking of call trends and real time documentation.

OPPORTUNITIES WITHIN DHS

When the placement is matched with a direct practice student the majority of the work done will be over the phone and in the office. There is the ability to gain experience with face to face client interaction via our ability to accept walk-ins and as part of our field outreach team which works primarily in the field.

When the placement is matched with a COSA student they will still learn the business process and skills above, but would then focus more on program needs assessment and planning. There are opportunities to participate in work with other DHS offices in which we closely partner such as the Bureau of Homeless Services and Data Analysis, Research, and Education.

The opportunity for relevant trainings is abundant at the Department of Human Services and that will be a critical part of the learning process.

LOCATIONS & HOURS OF OPERATIONS

Monday – Friday 8A to 7P / 1 Smithfield Street, 2nd Floor Pittsburgh, PA 15222

*This is a paid position through the Allegheny County Department of Human Services. $10/hour Undergrad level students and $12/hour for Graduate level students. For this placement opportunity we would prefer to have MSW candidates in their second year or advanced standing.*