



James W. Hendon
COMMISSIONER

Glenda V. Garcia
INTERIM DEPUTY
COMMISSIONER

Job Title: Care Coordination Intern
Business Unit: Community Affairs
Application Due Date: 11/4/2022

The mission of the Department of Veterans' Services is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for New York City Service Members – past and present – in addition to their caregivers, survivors, and families. DVS fulfills this mission by providing New York City's 210,000 Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS will continue to strengthen its core services as well as find new ways to serve this dynamic population and ensure that Veterans – New York City's most civic-minded individuals – continue to serve as a major asset for the City.

Community Affairs is in need of a Veterans' Benefits intern to help provide data entry, scheduling, and document collection support for the Benefits & Claims unit. The intern will be expected to assist the Veterans' Benefits Coordinator with work associated with SNAP applications and VA Disability Compensation and Pension claims.

Reporting to Care Coordinator and responsibilities will include:

Task 1: Communication

- Email, phone, and in-person communication with veterans', family members, and advocates.
- Perform customer service functions when engaging with the public and stay in compliance the DVS Code of Conduct.

Task 2: Administration

- Collect, review, and prepare documentation submitted by clients for the purposes of connecting and/or administering benefits.
- Assist the Care Coordinator with appointment scheduling and record management across various DVS Case Management systems.

Task 3: Coordination of Care

- Conduct DVS training and research associated with VetConnectNYC and DVS' Network Partners.

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- Data enter relevant information to client's case and administer the appropriate referrals to services via DVS systems.

Preferred Skills:

- Critical thinking and data-driven
- Some knowledge of experience using data analytics tools and/or applications
- Passion for learning and working in a start-up environment.
- Self-sufficient and self-motivated
- Able to assist non-technical users who depend on technology to perform their jobs.
- A technical, logical thought process.
- A strong willingness to learn and adapt to new priorities as they come.

Eligibility:

- Compensation for this internship will be provided through the VA Work Study Program. Potential candidates who meet the preferred skill requirements must also meet the eligibility requirements of the VA Work Study Program as described below to be considered for this position.
- Are enrolled in at least three-quarter time in a college degree, vocational, or professional program, and
- Can finish the work-study contract while you still qualify for education benefits, and
- Are using an approved VA education benefits program to pay for your education or training

Please provide a copy of your resume with cover letter that identifies veteran status, skills and experience skills, and VA Work Study eligibility.

Learn more about VA Work Study:

<https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/>

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