CASEWORK INTERNSHIP JOB DESCRIPTION

Position Overview
Representative Sargent is a progressive Democrat who represents the north and east sides of Madison and the village of Maple Bluff. Representative Sargent’s internship program provides valuable civic experience and unparalleled insight into the inner workings of state government. Internships in our office are for the duration of one semester for the spring, summer, and fall semesters, with the option to extend upon completion. Casework interns in Representative Sargent’s office will receive hands-on training and experience with the Wisconsin State Legislature, leaving our office with practical knowledge and skills in managing and navigating casework in the Madison area.

Our office has an extremely active constituency, and we are a fast-paced, hardworking office frequently being asked to assist our constituents in navigating local and state processes, serving as a liaison to other departments and offices, and connecting them with appropriate resources. This position is overseen and managed by members of Representative Sargent’s staff.

Minimum Qualifications
A baccalaureate degree is not required to become a casework intern for Representative Sargent, but continuing education in related fields is preferred. Casework interns should be able to work no less than ten hours per week between the hours of 8:30 a.m. to 5:00 p.m., Monday through Friday.

Required Experience and Skills
Ideal casework interns have some exposure to interacting and communicating with constituents. Casework interns must also have an exceptional command of interpersonal skills, including listening, relationship building, and being comfortable with constituent-facing communications. Casework interns must be able to interact effectively and professionally with constituents and other points of contact via both phone and email, and should have exceptional writing skills. It is also important that casework interns exhibit assertiveness, autonomy, and persistence, and is willing to exhaust all possibilities to assist our constituents. Interns working on casework in Representative Sargent’s office should be able to manage time effectively while being organized to manage their caseload. Ideal casework interns are also culturally competent and identity-affirming.

Duties and Responsibilities
• Conduct intake for persons and families needing assistance from our office
• Research community, county, and state resources available to our constituents
• Interact with public and private organizations and personnel
• Collaborate with Representative Sargent’s staff to provide regular updates and troubleshoot about ongoing casework
• Document and record casework information and contacts, updating Representative Sargent’s constituent casework database with this information regularly
• Communicate directly with constituents of the 48th Assembly District
• Maintain sensitive casework information and protect constituent privacy