

URGENT, INC.- *"EMPOWERING AND REVITALIZING URBAN COMMUNITIES"*

Rites of Passage Career Development Initiative



Internship Handbook

URGENT, INC.

An Agency, Mentor, Parent and Intern Guide to the Internship Process

© Urgent, Inc.
1600 NW3rd Ave. Bldg. D
Miami, FL 33136
Phone 576-3084 • Fax 576-2089
office@urgentinc.org
www.urgentinc.org

Dear Staff, Interns, Parents and Host Agencies,

Thank you for taking part in this powerful learning process in partnership with Urgent, Inc.'s Rites of Passage Youth Empowerment Academy. Through the Rites of Passage Youth Empowerment Academy we promote positive female development as a means of helping youth transition successfully to adulthood. The Academy takes a comprehensive positive youth development approach. Activities are geared to increase the knowledge, skills, opportunities and behaviors necessary for youth to make positive life choices, increase their self-esteem, increase knowledge of risk behaviors and increase their knowledge of career opportunities and employment readiness skills. We look forward to working with you this year.

This manual has been created as a reference guide for administration, staff, interns, career mentors, host agencies and other key stakeholders. It contains vital information, policies and procedures about our career development initiative and internship program. Please use this manual as a reference guide for any questions you may have.

If you have further questions, please call Shedia Nelson, Programs Manager at (305) 576-3084 O, (305) 586-6694 C or email at shedia@urgentinc.org.



The Rites of Passage Program is generously funded by The Children's Trust. The Children's Trust is a dedicated source of funding created by voter referendum in 2002 to improve the lives of children and families in Miami-Dade County by making strategic investments in their future – because all children are our children.



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ADMINISTRATIVE OVERVIEW

ABOUT URGENT, INC.

URGENT, Inc. stands for Urban Renewal Greater Enhancement National Team. The organization was founded in 1994 to empower and revitalize urban communities. URGENT, Inc. aims to provide opportunities for urban residents to develop the knowledge, skills, and opportunities needed to create and shape urban renewal. One strategy implemented to fulfill our mission was the creation of the Rites of Passage Youth Empowerment Academy in 1999. The Academy is an intensive, focused and sustained effort which empowers youth with the knowledge, skills and abilities to transition successfully from childhood to adulthood. At the same time, the Academy offers support and training to caregivers so that the youth in their care may become productive, positive and contributing members of society.

URGENT, Inc. provides youth with a series of skill development workshops including training modules on the following topics: personal development, personal health and hygiene, creating positive relationships, business and economic literacy, civic engagement, conflict resolution, the power of creativity, career development, academic achievement, environmental appreciation, real life 101-independent living skills and technology literacy. Workshops are offered after school and during the summer. Workshops are enhanced through case management, skill building retreats, outings and community service projects. For caregivers, including grandparents raising grandchildren, we offer an parenting skills classes, support groups, family bonding workshops and family outings.

Current programming includes our Rites of Passage Pregnancy Prevention Project, serving at-risk girls in grades 4-12th (since 2001); Intergenerational Project serving grandparents raising grandchildren, relative caregivers and parents (since 2001); Summer Camp for girls ages 6-13 (since 2002); and Youth Empowerment After School Program which provides youth in grades 1-4 academic, social and enrichment opportunities after school (since 2006). Service areas include the Miami-Dade Empowerment Zone communities of Overtown and Liberty City, the targeted urban area of Little Haiti, the neighborhood revitalization areas of Model City and Goulds and Westview.

Additionally, URGENT, Inc. is working with Miami-Dade County's Infill Housing Initiative by building affordable single family homes. This initiative is an innovative housing effort administered by Miami-Dade Housing Agency to revitalize neighborhoods by expanding homeownership opportunities in urban areas.

PROGRAM ADMINISTRATION

Planning and Implementation of Internship Program

The Project Director and Programs Manager are to work together to plan and implement the Internship Program. Listed below are things to consider in the process:

- Respond to the needs of all stakeholders

- Assist the Internship Coordinator to ensure the following are in place and approved:
 - Criteria for selection of interns and internship sites
 - Clearly stated program objectives
 - Competencies to be met by interns
 - Required length and scheduling of internship agreements
 - Documents for interns/parents/guardians, internship site supervisors/mentors, and others involved in the program specifications concerning coordination of the program, placing and coordinating interns, and working with other community groups

- Provide adequate time and proper staffing to support the program to include placement and visitation of youth interns and other coordination activities
- Review required records and documentation (training agreement, training plans, documentation of conferences, etc.) maintained by Internship Coordinator as necessary
- Provide input on program strengths and weaknesses to Internship Coordinator
- Collaborate with Internship Coordinator to develop written policies for use in decision-making situations and provide guidance in achieving program goals
- Assist Internship Coordinator in the selection of prospective youth
- Provide Internship Coordinator with professional development opportunities
- Ensure a follow-up survey of internship graduates is conducted as necessary
- Communicate with companies who are involved
- Contact businesses to select appropriate internship sites
- Assist in determining appropriate placements
- Orient new site supervisors/mentors
- Prepare training agreements
- Develop training plans
- Comply with local, state, and federal labor laws relating to safety and employment of (as applicable)

Promotion of Internship Program

Internship programs offer real and tangible value to business, industry, and labor in the community. Promotion of internship programs in the community is essential to ensure their quality and success. It is vital that Internship Coordinator promote internship programs to both internal and external audiences.

INTERNSHIPS BENEFITS

Youth

Youth benefit from working and learning in a high-skill environment. They observe all aspects of the company's operations and discover how the knowledge they gain in high

school and through participation in the Rites of Passage Program is applied in the workplace.

Employers

Employers benefit from the strong, long-term relationships with community groups, schools and potential qualified job candidates for their companies. Other employer benefits:

- Obtain assistance with project needs
- Meet staffing needs
- Base hiring decisions on knowledge and observation of candidate's work
- Increase awareness of your organization in the community to attract additional qualified employees and internship candidates
- Enables business/industry to grow future workforce.
- Training or orientation costs may be reduced if the business/industry hires youth after the internship period ends
- Allows site supervisors/mentors to share their expertise and serve as positive role models for young adults
- Brings recognition to the host agency for partnering with community groups

Community

Community advantages include:

- Provides the opportunity to develop good community and industry relationships
- Encourages young adults to stay in their local community
- May reduce the dropout rate by providing relevant career exploration
- Allows better community understanding of an organization's structure and responsibilities

Program Promotion to School Administrators and Grant makers:

- Invite to a meeting with parent/guardian(s) for an orientation meeting
- Arrange an internship site visit
- Invite to an internship recognition/celebration activity
- Ask to become a member of an advisory committee
- Invite to see interns' capstone presentations
- Update on intern achievement
- Request to promote the internship program through civic organization involvement
- Provide reports as requested

Program Promotion to Perspective Host Agencies:

- Build relationships
- Invite to a coffee break
- Invite to a lunch in fall and spring to update on program
- Arrange an internship site visit
- Ask them to participate in a class activity
- Participate as a member of the advisory committee
- Invite to see interns' capstone presentations
- Invite to an internship recognition/celebration activity
- Prepare video for staff to use in outreach and recruitment process
- Involve in intern selection process
- Provide reports as requested
- Share intern roster and list of internship sites

Program Promotion to Youth:

- Recruit through direct mailings, brochures, posters, bulletin boards, presentation, websites, multi-media, MySpace, YouTube, etc.
- Encourage youth-to-youth recruiting
- Display pictures
- Visit classes
- Prepare announcements for daily bulletins

Program Promotion to Community:

- Create direct mailings, brochures, display windows, press releases (including pictures),etc.
- Prepare newspaper releases
- Make personal contacts
- Recruit advisory committee membership/participation
- Provide token of appreciation (plaque, certificate, etc.)
- Organize an internship recognition/celebration activity
- Present programs to civic organizations
- Recruit guest speakers
- Become a member of community organizations
- Form an alumni group of former interns to help promote the program
- Invite to participate in a class activity
- Invite to review curriculum
- Organize youth community service project
- Display brochures in public libraries

Program Promotion to Parents/Guardians:

- Communicate through direct mailings, phone calls, brochures, multi-media presentations, individual conferences, etc.
- Invite to open house and parent/guardian orientation
- Invite to visit a seminar/class
- Place articles/pictures in a parent newsletter
- Schedule a personal conference
- Invite to assist with program activities

Internship Coordinator Roles and Responsibilities

An Internship Coordinator coordinates internship experiences for youth. Monitoring daily operations, troubleshooting potential problems, and acting as the liaison for program partners are among the Internship Coordinator's key responsibilities. Many of the additional responsibilities are outlined below.

- Interview prospective interns for entry into the program
- Work with staff, community partners and host agencies to facilitate the proper placement of youth in the internship program
- Meet with interns prior to the start of the internship to help them prepare
- Confer with site supervisors/mentors to secure internship placements
- Ensure that interns are placed in an internship site directly related to their career objective
- Provide parent/guardian orientations
- Review and complete training agreement, training plan, dress code, and daily schedule with each intern, site supervisor/mentor, and parent/guardian
- Ensure that all legal requirements have been met
- Document and file visitations and conferences with site supervisors/mentors, interns, and parents
- Maintain accurate and current program records
- Use appropriate evaluation instruments to measure intern achievement of performance expectations during the internship experience
- Submit a list of interns' names, career objectives, internship sites, and site supervisors/mentors to the agency, school principal(if applicable) and other stakeholders as requested
- Select advisory committee and coordinate meetings
- Gather data for follow-up
- Visit internship sites to observe interns and to confer with site supervisors/mentors concerning intern performance and progress
- Hold conferences with interns, site supervisors/mentors, and parents/guardians as needed
- Resolve any problems that arise between the interns and the site supervisors/mentors
- Adjust intern placements as needed

- Ensure that site supervisors/mentors provide consistent, effective guidance and supervision in accordance with interns' training plans

Recognition/Celebration Activities

The Program Manager and the Internship Coordinator should work together to plan recognition activities. People like to be recognized and appreciated for the work they do. A variety of methods may be used to recognize the contribution of internship stakeholders. Many internship programs sponsor an appreciation event such as a reception, banquet, picnic, carry-in dinner, breakfast and/or luncheon.

The event is used to:

- Allow interns to share the impact that this experience has personally had on them
- Acquaint people with the scope of the internship program
- Involve the school administration in internship program relationships
- Recognize business, industry, labor individuals, and groups who have made outstanding contributions to the internship program
- Recognize intern leadership and achievement
- Develop pride and group spirit for those involved with internship program

A successful banquet is the result of thorough planning and the assignment of specific responsibilities. Planning for the banquet should include the interns and follow these guidelines:

- Determine sources of funding
- Secure a banquet location
- Assist interns in developing an invitation, program, and script
- Select and train the Master of Ceremonies and an alternate
- Develop a timetable to ensure details are covered
- Develop a guest list. Suggestions for possible invitees:
 1. School Administrators and Board members
 2. Grantmakers
 3. Advisory committee members
 4. Interns and their parents/guardians
 5. Site supervisors/mentors
- Provide practice time for program
- Provide training for interns on appropriate dress and table manners
- Develop seating arrangements
- Prepare program activities, which may include the following:
 1. Speakers
 2. Musical group
 3. Youth' skits, plays, talent shows, and entertainment
 4. Brief talks by several interns or several site supervisors/mentors

5. Visuals of internship sites (e.g., PowerPoint, video)
6. Inspirational video
7. Presentation of tokens of appreciation

Internship Records

A master binder for the internship program must be developed. Records for each intern and host agency are to be included. Records must be kept a minimum of five (5) years. For specific information about internship records, please refer to the section entitled Document Management.

Document Management

Keeping accurate records is the responsibility of the Internship Coordinator. A great deal of data is required and generated in the initiation and operation of the internship program. Information contained in intern files is subject to review by administrators, funding contract officers, parents/guardians, and youth. The following records must be kept for each intern and host agency. (See Appendix)

Intern Records

- Internship Application (Note- that some internship sites may have additional required applications. The Internship Coordinator should aide the site supervisor/mentor in the facilitation of these documents)
- Internship Interview Evaluation Form
- Internship Agreement
- Intern Resume
- Internship Training Plan
- Weekly Internship Report
- Time Sheet
- Internship Cumulative Hours Summary
- Orientation to Business
- Site Visit Record
- Intern Evaluation of the Internship Program
- Site Supervisor's/Mentor's Evaluation of the Internship Program (Interim and Final)
- Weekly Seminar Journal Topics
- Internship Career Portfolio Checklist
- Community Service Project Form
- Internship Termination Notice
- Internship Probation Notice

Host Agency Records

- Career Mentoring Application

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- Host Agency Memorandum of Understanding
 - Interim Intern Evaluation
 - Final Intern Evaluation

INTERNSHIP OVERVIEW

INTERNSHIP GOAL

The goal of the internship is for you to improve your capacity for economic self-sufficiency.

WHAT IS AN INTERNSHIP?

An internship is NOT a part-time job. Your internship is an extension of the Rites of Passage Program. The internship is an experiential learning opportunity to put into practice what you have been learning in the Rites of Passage employability skills workshops. Most importantly, it is an opportunity for you, the intern, to increase your knowledge in a career choice that requires additional degrees, certification, or on-the-job training following high school. Business leaders in a real-world setting will supervise you.

INTERN ROLES AND RESPONSIBILITIES

As a participant who has been accepted in the internship program. You have demonstrated that you have acquired the competencies for the internship program and that you are now ready to apply and further develop your skills during the internship period. In addition, you are required to:

- Adhere to dress and behavior guidelines
- Participate in all approved activities structured by the Internship Coordinator and the internship site supervisor/mentor, focusing on the training plan
- Complete, sign, and submit all documentation as directed by the Internship Coordinator
- Communicate with the Internship Coordinator throughout the internship experience, especially if concerns or problems need to be addressed
- Evaluate and share information about the internship experience
- Comply with the policies and procedures of the internship site
- Meet established criteria of the internship program
- Comply with training agreement
- Comply with policies and procedures of the work site
- Complete and submit weekly reports and cumulative hour summaries
- Cooperate with the Internship Coordinator in securing appropriate internship placement
- Notify Internship Coordinator and internship site supervisor/mentor if unable to report to internship site or seminars/classes
- Have transportation to and from the internship site
- Participate in internship recognition/celebration activities
- Cooperate with the site supervisor/mentor and Internship Coordinator; engage in the program as a learning experience; observe business etiquette; and abide by safety rules
- Furnish the Internship Coordinator with requested information

- Demonstrate honesty, punctuality, respect, courtesy, cooperative attitude, proper health and grooming habits, and a willingness to learn both in the seminars/classes and at the internship site.
- Remain at the assigned internship site for the duration of the internship period except by mutual agreement of all parties
- Maintain confidentiality guidelines

EVALUATION OF SUCCESS

In order to effectively gauge your competency development over the course of the internship, the evaluation methods utilized entail a multi-method approach. Evaluation tools utilized include: pre and post assessment, collection of participant records and knowledge based pre and post tests. The evaluation measures used are:

- Work Investment Act Job Readiness Pre/Post Test- completed by intern
- Career Portfolio- completed by intern
- Internship Journal- completed by intern
- Meaningful Future Plan- completed by intern
- Final Presentation- completed by intern
- Supervisor Interim and Final Evaluation- completed by Internship Coordinator
- Site Monitoring Evaluation- Completed by Internship Coordinator

OUTCOMES

Initial outcomes to gauge your success are:

- Increased practical job knowledge, experience and skills.

Intermediate outcomes are:

- Increase self-efficacy
- Increased application or placement to post secondary education and/or occupational training.

PROGRAM PARTICIPANTS

Targeted youth for participation are youth ages 14-18 residing in the Miami communities of Overtown, Liberty City, Little Haiti and Westview.

PRE-REQUISITE ACTIVITIES

Part of the success of any internship program requires careful screening of youth before acceptance. The selection is a privilege and honor since the intern is representing him/herself, his/her family, and URGENT, Inc. in an adult career environment.

Screening guidelines are determined by the Programs Manager and funding guidelines for the internship program. Listed below are prerequisites currently in place:

Youth must have-

- Attended 9 of 12 skill development workshops
- Attended 9 of 12 employability skills workshops
- Attended a Mock Interview
- Completed Career Portfolio, Part I
- Completed Intern Application
- Attended the Intern Orientation
- Completed Intern Agreement signed by intern and parent

HOW LONG IS THE INTERN EXPERIENCE?

Most internships will last between four to six weeks. You are expected to complete a minimum of 20 hours a week. You must adhere to the work schedule given to you by your host agency. Your time commitment to the internship is required.

WILL I GET PAID?

You will have the opportunity to earn a stipend during the internship. The stipend amount paid will be directly related to your performance and completion of required tasks. The stipend will be paid in a lump sum and distributed at the end of the program.

COMMUNITY SERVICE

Interns who have not completed their required number of community service hours to graduate must perform community service during their internship. A minimum of 5 community service hours must be performed each week. Those hours are to be used to plan and implement a community service project with their host agency and benefit the community.

DURING THE INTERNSHIP

During your internship you will be required to:

- Complete weekly time sheets and activity reports
- Attend weekly seminars to review your experiences, concerns and work on your internship journal, portfolio and final project presentation

COMPLETION OF THE INTERN EXPERIENCE

At the end of the internship you will be expected to present your final project. The Internship Coordinator will give you the criteria for completing this project. This project is a required activity to receive your stipend. Use the Internship Career Portfolio Checklist as a guide.

INTERN SUMMER SCHEDULE

Interns must participate in a variety of activities each week. In general, the Intern's summer schedule will be as follows:

Activity	Time Frame
Complete Training Portfolio	May- Week 1
Complete Internship Application	May- Week 2
Intern Orientation for qualified applicants	May- Week 3
Intern/Host Agency Meet and Greet	May- Week 4
Intern Placements Finalized	June- Week 1
Internships Begin	June- Week 2
Internship Seminar Meetings Begin	June- Week 3 (6 sessions; meets every Friday morning; time sheets due at each meeting)
Interim Evaluation Due	July- Week 2
Internships End- Final Evaluation, Journals and Final Projects Due	July- Week 3
Recognition and Appreciation Breakfast	July- Week 4 (Stipends distributed)

TRANSPORTATION

Buss passes or tokens will be available for interns needing transportation to and from their internship location and Internship Seminar Meetings.

STAFFING

Interns will be monitored weekly on site by the Internship Coordinator. The Internship Coordinator serves as the liaison between the host agency and URGENT, Inc. The Programs Manger will be available if the Internship Coordinator is unavailable or needs assistance.

STRATEGIES FOR A SUCCESSFUL INTERN EXPERIENCE

Show your employer you are a good intern:

- By being on time! Make sure you have reliable transportation
- Use your time efficiently,

1. Limit socializing with other co-workers
 2. Do not abuse your lunch hour and break time
 3. Do Not Gossip!
- Follow the dress code of the company or program.
 - Always be neat and clean Learn as much as you can about the company
 1. Look at the company's website
 - Ask questions. When you are unsure of something be sure to ask the supervisor assigned to you
 - Alert your Internship Coordinator of any potential problem
 - Go Above and Beyond:
 1. You will receive favorable reviews if you are willing to exceed your employer's expectations
 - Display Energy and Enthusiasm
 - Smile!
 - Show enthusiasm, the most successful interns are those that display an upbeat attitude and a genuine interest in performing their role
 - Network
 1. This is your opportunity to meet people who can assist you in your career choice
 2. This is your opportunity to learn what skills, education are necessary for this field
 3. This is your opportunity to learn more about this industry
 - Portfolio
 1. Be sure to list your intern experience in your portfolio
 2. List summaries of projects completed
 3. List positive feedback from your employer
 - Thank You
 1. Upon completion of your intern experience, be sure to write a thank you to the company and supervisor for giving you this opportunity. **This is required** as part of your earned stipend during the internship.

WHAT CAN YOU EXPECT AS AN INTERN

1. Real work!

Some amount of clerical work comes with any internship, but you will find good learning experiences.

2. The Site Supervisor/Career Mentor will give directions.

Your employer will discuss the company's expectation in the beginning in order to avoid miscommunication.

3. Expect feedback

The Site Supervisor/Career Mentor will help you, the intern, by communicating with you.

4. Company events

You may be included in the daily life of the company.

5. What if I don't understand the task assigned to me?

The company will work with you to. Don't be afraid to ask questions.

6. Who will assist me?

The company will assign a staff member to mentor and guide you.

7. Will I get paid?

No. This activity is designed to assist you in determining your career path by giving you "real world" experience. However, you will have the opportunity to earn a stipend based on completion of required projects.

8. What is a Stipend?

We define a stipend as a fixed sum of money paid as an allowance or scholarship to a youth based on the completion of specific responsibilities or tasks.

11. Will I be evaluated?

Yes, look at the evaluation in the appendix. Your employer will complete this and give it to our Internship Coordinator.

JOB SUCCESS SKILLS

Employer Expectations

- Positive attitude, do not carry negative feeling into your new workplace
- Time – always be on time
- Good attendance – if you are going to be unavoidably late or out sick, ask your supervisor the proper method of informing them
- Follow all office rules, policies and procedures

- Listen and learn

Communication

- Communicate with your mentor on a regular basis
- Be a team player. Be willing to help. Avoid the “know-it-all” attitude
- Ask for help when you need it

Personal

- Have an emergency plan for transportation. Have all personal appointments out of the way so that you need not ask for time off
- Be willing to learn new skills
- Be positive and upbeat with co-workers
- Be clean and well groomed. Avoid wearing strong perfumes or colognes
- Keep your personal life and problems at home
- Don't use the employer's equipment and time to do personal things
- Be patient with yourself
- Volunteer for projects
- Accept criticism as constructive. Don't become defensive
- Always be friendly
- Treat everyone with courtesy and respect
- Keep your emotions under control
- Show appreciation
- No Gossip!

HOST AGENCY OVERVIEW

WHAT IS A HOST AGENCY?

A Host Agency is any business entity, government agency, university or non-profit organization that can provide an experiential learning and mentoring experience for an intern.

Internship sites are carefully selected so that interns are placed in locations and situations that provide quality learning experiences compatible with the intern's meaningful future plan. Parents/guardians may not serve as internship site supervisors/mentors to their children.

HOST AGENCY ROLES AND RESPONSIBILITIES

Interns Site Activities

The intern's site activities should include special projects, a sampling of tasks from different jobs, or tasks from a single occupation. The Internship Coordinator will work with the Internship Site Supervisor/Career Mentor to ensure meaningful learning opportunities will be available during the internship.

Evaluation of Success

Training Plan

An internship training plan must be developed and followed for each intern. The Internship Coordinator and internship site supervisor/mentor should jointly prepare this plan. The plan should include the tasks, assignments, and/or observations specific to the internship site.

Time Sheets

Each Intern is required to complete a weekly time sheet and summary of activities. A collection of time sheets will be provided to each host agency at the start of the internship for distribution. Time sheets also document a summary of intern performance in which the Site Supervisor/Career Mentor must complete. The intern and Site Supervisor must sign time sheet. The intern is to turn in the time sheet each Friday.

Site Visits

Visits to the internship site are extremely important. However, the exact number of visits to the workplace by the Internship Coordinator will depend upon the length and scheduling of the experience as well as any problems or concerns that may develop at particular internship sites. The number of site visits must be sufficient to obtain appropriate placements for all interns, to conduct conferences with the internship site supervisors/mentors, to develop internship training plans, to resolve any problems, and to evaluate intern performance and progress. Regular communication is essential and should be done by fax, phone, e-mail, and face-to-face.

Evaluation

The Site Supervisor/Career Mentor will be asked to complete the following evaluations over the course of the internship:

- Weekly Time Sheet and Performance Summary
- Site Visit monitoring with the Internship Coordinator
- Interim and Final Intern Evaluation
- Internship Evaluation Survey

Recognition

Host agencies may choose to recognize their interns' achievements and development of skills and competencies gained as part of their mentoring activities.

Payments to Youth

Interns will have the opportunity to earn a stipend during their internship. The stipend will be paid by URGENT, Inc. unless the host agency wishes to sponsor the intern's stipend. The stipend amount paid will be directly related to the interns' performance and completion of required tasks. The stipend will be paid in a lump sum and distributed at the end of the program.

Community Service

Interns who have not completed their required number of community service hours to graduate must perform community service during their internship. A minimum of 5 community service hours must be performed each week. Those hours are to be used to plan and implement a community service project with their host agency to benefit the community.

Site Supervisors/Career Mentors

Roles and Responsibilities

An internship site supervisor/mentor who is prepared for his or her role will demonstrate the following:

- Ability to serve as a role model for the career field or discipline with a good understanding of the industry and current trends
- Dedication to learning about and teaching about the major aspects of the field, including benefits and drawbacks
- A strong work ethic
- Ability to communicate with all involved parties
- An understanding of the internship program and what is expected of all involved parties
- Timeliness in completing school documentation for the intern and/or Internship Coordinator
- A willingness to help develop the intern training plan and to implement or revise the plan as circumstances arise

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- A willingness to assist the Internship Coordinator in evaluating the intern throughout the internship experience
 - A willingness to verify reports, time sheets, and other internship documents
 - A willingness to comply with all items specified in the training agreement

PARENTAL INVOLVEMENT

Parents/Guardians are encouraged to support their youth during participation in the Rites of Passage Program and during the internship. Parents will be invited to attend an Intern Orientation to find out the details of the program. Parent permission to participate in the internship program is required.

Overall Parents/Guardians should:

- Communicate questions or concerns to the Internship Coordinator, not the Host Agency or the Site Supervisor/Mentor
- Understand that career exploration/preparation is the goal of the program
- Approve and sign appropriate forms for youth participation in the program
- Become knowledgeable concerning the purposes and procedures of the training agreement and training plan
- Provide proof of health and liability insurance coverage, understanding that because the intern is not an employee of the company, no worker's compensation would apply
- Intern and parents or guardians assume all responsibility, accountability, and liability for any and all acts arising out of the intern's participation in the internship program, including but not limited to the operation of a motor vehicle to and from the internship site
- Assist the intern in complying with the rules of the program
- Give intern permission to drive from school to internship site, take public transportation and/or be responsible for providing transportation for the intern if needed
- Provide time for conferencing with the Internship Coordinator
- Provide guidance in career selection
- Support the policies and expectations of the program
- Work cooperatively with Internship Coordinator and intern in solving school, work, and home problems
- Assume general legal responsibility for the actions of the intern while at the internship site
- Provide encouragement and assistance to ensure your youth meets program objectives which maximizes benefit from the internship experience
- Maintain and reinforce confidentiality regarding any information/encounters your youth gains while at their internship site.

General Conduct Expectations

In general Site Supervisors, Participants, Staff and Parents shall:

- Show respect to everyone
- Refrain from using abusive or foul language or sexually explicit language
- Refrain from causing bodily harm to self, other participants or staff
- Show respect to equipment, supplies, and facilities

Additionally, Urgent, Inc. believes that staff, volunteers, consultants and any other person working with program youth should be able to work in an environment free of threatening speech or actions. Threatening behavior consisting of any words or deeds that intimidate a staff member or cause anxiety concerning his/her physical and/or psychological well being is strictly forbidden. Any participant, parent, staff member, or agent of the above who is found to have threatened a member of the staff will be reported to the authorities. Interns will also be terminated from the program.

APPENDIX

GLOSSARY

Administrator: Agency Management

Advisory/Committee: Representatives from business/industry, organizations, secondary and post-secondary institutions, parents, and youth who meet periodically to assist in developing and maintaining program standards

Career Portfolio: An organized, documented collection of an individual's qualifications, skills, experience, and achievements

Confidentiality: Not sharing, discussing, or revealing personal and private information to which one is privy

Intern: a youth learner who has applied to and been accepted into the internship program

Internship Application: Form completed by youth to seek entry into the internship program

Internship Coordinator: Staff who is paid to implement internship program for youth

Intern Evaluation: Form completed by site supervisor/mentor to rate the performance of the intern

Internship Cumulative Hours Summary: Document used to tally hours completed during the internship

Career Mentor: An experienced, competent person at the internship site who supports, coaches, nurtures, and guides interns; may also be the internship site supervisor

Host Agency: Location where an intern is placed, also known as Internship Site.

Internship Site Supervisor: Designated liaison between the Internship Coordinator and mentor

Internship Agreement: Document that states the conditions and parameters that participants agree to when taking part in an internship program

Internship Training Plan: An outline of the competencies to be developed during the internship

Meaningful Future Plan: An individualized career plan that fits the youth's unique specific needs and is designed to facilitate the transition from high school to future learning or employment

Program Evaluation Survey: Comments and suggestions from site supervisor/mentor and intern regarding the quality of the internship experience and program

Proof of Insurance: Documentation furnished by the parent/guardian verifying that the intern has insurance coverage

Request for Absence Form: Used by the intern to request an absence in advance

Self Sufficiency: The capacity to manage one's own affairs, make one's own judgments, and provide for oneself: independence, self-determination; financially and socially

Screening Process: The guidelines/prerequisites that must be met by a youth prior to acceptance into the internship program

Seminar/Class Instruction: In-house training related to the internship experience

Termination: Removal from the internship program

Weekly Internship Report and Time Sheet: Documentation of activities, hours, duties, tasks, and/or observations verified by the internship site supervisor/mentor

RESOURCES

RESUMES

Submitting your resume for review is the initial step in obtaining a new job.

Since an employer's review of a resume almost always precedes an interview, it is critical that the information you wish to convey is properly constructed.

- The purpose of a resume is not to get the job, but to get the interview
- You should consider the job interview to be like a locked room and your resume as a key to that room. Before you can enter this room, it must be unlocked. Many keys will be tried; only a few will unlock the door
- Your Skill Development Instructor or Internship Coordinator provides guidance and counseling on matters of resumes and cover letter construction
- Your library is also full of wonderful examples of resume writing resources.

Points to Consider

- Keep your resume brief (1-2 pages)
- Use only 8 1/2" x 11" paper
- Use white or off-white quality paper
- Emphasize your skills and accomplishments
- Don't use abbreviations
- Arrange the resume so it's pleasing to the eye
- Avoid fancy fonts, exotic colored paper, photographs and graphics, unless you are applying for a graphic art position
- Clearly define your objective
- Provide a summary of qualifications at the top using key words or phrases
- Use clear concise bullet statements to describe your pertinent experience
- List all related educational achievements or completed courses, starting with the most recent
- List extra-curricular and after school activities as they relate to your career or leadership goals.
- Offer to provide professional and personal references at the bottom

THE INTERVIEW

Preparation

Preparation is the key to success. Preparation will help win the interview and will improve chances of success.

Points to Consider

- Gather all information and documents you may need for the interview
- Bring extra copies of your resume, typed list of references and letters of recommendation
- Bring school report cards and/or transcripts
- Bring copies of any awards or certifications
- You may want to bring work samples
- Bring pen and pad for taking notes
- Research the job and the employer. The more you know about the industry the better prepared you will be
- Think about some standard interview questions and how you might respond

And....

- Personality - People hire people, not paper. The personality you display in your interview will greatly influence how people react to you. In an increasingly team-based work world, most employers are looking for people who will fit in and are flexible and adaptable.
- Attitude - For recent graduates and people with little experience, attitude may be the most important job qualification. Many employers have suggested they are willing to take a chance on someone who doesn't have skills but has a great attitude
- Time – Get a good night's sleep before the interview and plan your travel to arrive in plenty of time. Present yourself no more than 15 minutes early
- Appearance - Your appearance is one of the main avenues for expressing your personality and attitude. It is best to dress in a professional manner

Additional Tips

- Maintain good eye contact
- Don't be a clock watcher
- Don't discuss illegal or discriminatory subjects such as race, religion, etc.
- Be aware of nonverbal body language
- Dress a step above what you would wear on the job
- Ask for a business card in order to send a thank you note

After the Interview

- Write a thank you note to each person who took part in the interview. Thank the employer for their time, restate your interest in the job, and remind them of your intent to follow-up. Mail the letter the day of the interview.

FORMS

Management Forms

Internship Interview Evaluation Form
Site Visit/Communication Summary
Internship Termination Notice
Internship Probation Notice
Handbook Acknowledgement and Receipt

Intern Forms

Internship Application
Intern Agreement
Orientation to Business
Community Service Project Plan
Weekly Internship Report
Weekly Seminar Journal Topics
Weekly Time Sheet and Performance Review
Internship Cumulative Hours Summary
Career Portfolio Checklist
Interns Evaluation of the Internship Program

Host Agency Forms

Career Mentoring Application
Host Agency Fact Sheet
Host Agency Memorandum of Understanding
Internship Training Plan
Site Supervisor's/Mentor's Evaluation of the Internship Program
Interim Intern Evaluation
Final Intern Evaluation