



WDGA

WORKFORCE DEVELOPMENT
GLOBAL ALLIANCE

2Steps2Work & B2M Internship Program



EMPLOYER HANDBOOK

2022

2517 Haymaker Road, Monroeville, Pennsylvania 15146 (USA)

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Section 1 - Introduction

<p style="text-align: center;">Welcome</p>	<p>Thank you for your participation in WDGA-USA's Internship Program for opportunity youth. As a supervisor/mentor, you will play a significant role in the development of your intern.</p> <p>This manual contains an overview of student support services. Please use this packet as a reference tool as you continue to build a relationship with your intern.</p>
<p style="text-align: center;">Establish Rapport with Your Intern</p>	<p>Establishing rapport with your intern is an important first step in developing a strong student/supervisor relationship.</p> <p>Supervising an intern presents an opportunity to positively impact the life of an urban youth. It is a chance to become a positive role model in your student's life.</p> <p>Your intern may begin to view you as someone to provide guidance. In this role, your influence could strongly enhance your intern's development/career goals.</p>
<p style="text-align: center;">Intern Background</p>	<p>Your intern may have a background that is very different from your own. He/she may be confronting social or academic issues that could affect performance. It would be beneficial to help your intern learn the importance of separating personal issues from professional performance.</p> <p>You are also strongly encouraged to guide your intern in the direction of appropriate support services. The first step is to contact:</p> <p>Charlsia (412-676-7341) Boyz2MENToring</p> <p>Chelsea (412-676-7473) 2Steps2Work.</p>
<p style="text-align: center;">Intern Expectations</p>	<p>WDGA interns are expected to excel in three areas of Job Performance: Teamwork – Integrity - Excellence</p>
<p style="text-align: center;">Conduct</p>	<p>To participate in WDGA's Internship Program, students are expected to demonstrate acceptable behavior at school and at the workplace.</p> <p>All interns are held to the same standards of performance as other employees at the work site. As a supervisor, you will play a critical role in developing your intern into a model employee.</p> <p>This internship may be the first work experience for your intern. Supervisors could have a strong influence on interns' growth - personally and professionally. Defining clear expectations and providing feedback are ways to encourage a student's development.</p>
<p style="text-align: center;">Job Performance</p>	<p>The interns have worked with teachers and counselors to prepare for workplace standards. Basic work habits are reviewed with them. As your intern's supervisor, please help to guide your intern in adjusting to the company's practices.</p>

Preparing for Your Intern's Arrival

WDGA Internship Program	This reference guide is designed to assist you during the internship process and help you to understand your role in grooming students for our future workforce.
2Steps2Work	Interns have completed workshops that teach employability skills, leadership, and conflict resolution to prepare them for employment success.
Internship	Internships are the final component of the 2Steps2Work program. It gives students a chance to utilize their newly-acquired knowledge and develop critical skills that will to build their work experience and make them employable.
Rewarding experience	Supervising interns can be a rewarding and mutually beneficial experience. Interns generally have the energy and enthusiasm to learn, master, and produce. Interns look to their leadership for guidance and appreciate the time and talent shared with them.
Alternate Supervisor	Supervising an intern can be a time-demanding job. It helps to have a colleague as an alternate supervisor. Assigning your intern to work as part of a team will allow the intern to be less dependent on you and teach the intern about the cooperative.
Company Exposure	It is important to orient your intern to the organization. A better understanding of the Company results in a more comfortable and productive intern and team player.
Paperwork	WDGA Contract Form Internship Contract Form (Pages 8-9) Intern Job Description Email/text to inform employees of intern's arrival date

Section 2 – During the Internship

First Week at Work

First Day/ Tour	Introduce intern to co-workers Visit: Manager’s office; Work space; Restroom; Equipment/Tools; Lunch room; Discuss: Dress code; Emergency procedures; Work hours; Lunch breaks; Paydays managed by WDGA.
First Week	<ul style="list-style-type: none"> ▪ Orientation, Training, and Project Form Review ▪ Review Internship Contract Form (Form A) goals and expectations ▪ Discuss intern’s performance goals for the Evaluation ▪ Review employee's initial assignments and training plans (if applicable) ▪ Review Form B (Intern Job Description) – Form B ▪ Complete Form C (Intern Training Form) – Form C ▪ Set and discuss goals for Evaluation (Completed online)
During the Internship	<ul style="list-style-type: none"> ▪ Establish specific and achievable goals ▪ Provide tasks that promote new skills ▪ Assign enough work to keep interns involved ▪ Provide feedback on progress, strengths and areas for improvement ▪ Keep communication channels open
Performance Evaluation	Interns are expected to achieve on target or above performance for the end-of- summer evaluation. Managers are encouraged to list the areas of improvement to facilitate the intern’s continued development for assessments that are below target. Please send completed Internship Program Performance Management forms to
Contacts	Boyz2MENToring: cdavenport@b2mentoring.org 2Steps2Work: Chelsea@2steps2work.org

Creating and Planning Projects for Your Intern

It is important to set clear tasks and goals for your intern. It is often useful to give an intern a structured project to work on during their internship period. Use the following guidelines to create and plan a project appropriate for your intern by answering the following questions:

Project Goals:

Questions to Consider . . .

1. What is the end result of this project for you?
2. What will the intern gain from completing this project?

Project Skills:

Questions to Consider . . .

1. What skills does the intern need to have in order to complete this project?
2. What skills should the intern have prior to starting this project?
3. What skills will the intern gain from completing this project?
4. What equipment and/or resources will the intern need?

Choices for the Intern:

Questions to Consider . . .

1. Can the intern choose how he/she will complete this project or is it predetermined?
2. Can more than one approach be used?

Project Planning:

Questions to Consider...

1. What is the timeline for this project?
2. What are the major deadlines?
3. Is it necessary to set meetings as this project progresses?
4. Does the intern have access to all the resources he/she needs (i.e. a computer, a work space, appropriate contacts, office equipment, other staff etc.)?
5. How can you make sure your intern is focused on completing this project?

Evaluation and Project Completion:

Questions to Consider . . .

1. How will you evaluate your intern's work?
 2. How will you evaluate your intern's experience?
 3. How will you evaluate your supervision of your intern?
-



FORMS AND DOCUMENTS

FORM A: INTERNSHIP CONTRACT

THIS FORM IS TO BE COMPLETED BY BOTH THE INTERN
AND THE SITE SUPERVISOR
PLEASE RETURN A COPY TO WDGA

Site Supervisor _____

Email Address _____

Intern _____

Phone _____

Email Address _____

Internship

Start Date _____ End Date _____

Total Hours _____ Hours/Week _____

Student Goals for the Internship:

Internship Site Goals:

1. Primary Goal:

2. Secondary Goal:

Intern Responsibilities:

1.

2.

3.

4.

Supervisor Signature _____ Date _____

Intern Signature _____ Date _____

***Note: Youths will be paid by WDGA through a stipend. Payment will be a maximum of \$750 for the internship experience. This equates to 12.5 hours/week at \$15 /hour over a 4-week period. Interns are free to volunteer or work beyond these 12.5 hours/week over a 4-week period. WDGA is unable to pay extra time.**

FORM B: JOB DESCRIPTION FORM

WDGA Internship Program - Intern Job Description			
Job Title:	Internship		
Department			
Location:			
Start Date:		End Date:	
Job Description			
<p>RESPONSIBILITIES</p> <p>List essential responsibilities and activities for this position.</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>PREFERRED SKILLS</p> <p>Add any additional skills or experience that would be favorable for a candidate who is applying for this position.</p>			
Employer Signature:		Date	

FORM C: INTERN TRAINING

Training is an essential part of performance to become effective and efficient employees. It is recommended that interns participate in at least one training session at your organization before beginning to work.

Below is a form that will help to guide the training process. Please fill out the form in collaboration with your intern and make sure that you both have copies of the document.

Organization:

Date:

Intern's name:

Training Activities required for internship:

(e.g. employee orientation, operations training, customer service)

Activity	Goals	Completed (Y/N)

Supervisor Signature _____

Date _____

Intern Signature _____

Date _____