



Fulton-Montgomery
Community College

Human Services Agency Responsibilities

Objectives

The human service internship consists of one 4-credit course designed as the capstone of the Human Services program. It is completed during the last semester of the student's academic program.

The major goal of the internship is the application and practice of human services functions in a setting related to the student's career goals. The internship provides Human Service majors practice under supervision. This experience is viewed as the focal point for the integration and synthesis of prior didactic and laboratory experiences.

The objectives of the internship are:

- Set priorities, complete tasks, organize work and manage time effectively.
- Appropriately integrate basic human services helping skills.
- Demonstrate effective communication strategies and skills.
- Increase awareness of their needs and attitudes which affect their helping, including cultural influences, and begin to appropriately utilize self in the helping process.
- Demonstrate an understanding of ethical and legal issues in human services work.
- Demonstrate appropriate professional work etiquette. Apply specialized skills and maintain workplace norms as appropriate to the human service profession and the student's specific internship site requirements.
- Display knowledge of the legal, administrative, and financial challenges facing clients while identifying effective advocacy strategies to overcome such constraints.
- Examine one's own values and resolve personal value conflicts in relation to the values and ethics of the human services profession and those expressed in the policies and implementation of agency programs and services.
- Understand and utilize the agency's chain of command when recognizing an ethical violation.
- Demonstrate knowledge of the formal and informal supports available in the community while assisting clients to identify and access these supports.
- Demonstrate awareness of the impact of diversity and oppression on human services intervention and commitment to practice which is sensitive to differences among people.
- Demonstrate skills of practice with diverse populations (e.g., age, gender, and sexual orientation, disabilities, racial, ethnic and cultural differences.)
- Demonstrate the ability to match specific supports and interventions to the unique needs of the clients.
- Demonstrate the ability to utilize continued professional development.

Time Requirements

A minimum of 150 hours is required each human service internship. It is expected that the human service student will work 10-12 hours per week for a period of approximately 15 weeks for a total of 135 hours on the site each semester. Scheduling is determined between the student and the Site Supervisor. In addition to the time that is spent in the work setting, the student must attend class seminar meetings, complete course assignments and meet on-line with classmates in a discussion forum. The 150 hours contains two components: direct hours and indirect hours.

Students are not allowed direct contact hours prior to the semester in which he or she is enrolled in the internship. However, if training or pre-employment requirements must be met prior to beginning an internship and do not require direct contact with clients, special permission from Internship Coordinator may be granted. Otherwise, the internship starts on the first day of the designated semester.

It is expected that all internship experiences will be completed within the semester in which they are approved. If a student cannot complete the internship within the specified time period, he or she must address this issue with the Site Supervisor and the Course Instructor.

Duration of internship is typically for 1 academic semester (approximately 15 weeks total). Students will be allowed to begin their internships only after (1) all necessary paperwork and completed forms have been submitted to the Internship Coordinator by the required date, and (2) the Internship coordinator, in conjunction with the Site Supervisor, agree that the proposed internship site and experience are appropriate for fulfilling program requirements. Internship hours shall be in accordance with agency work hours and shall total a minimum of 10–12 clock hours per week for a minimum total of 135 hours.

It is understood that these hours may occasionally vary according to the needs of the student and the agency. The internship experience must be experiential in nature and appropriate to an undergraduate level human services intern. That is, human services student interns must have the opportunity to engage in the following:

Direct exposure to human service agencies and clients (assigned visitation, observation, assisting staff, etc.). Actual supervised work involvement in the agency that provides an opportunity to apply academically acquired knowledge and skills and to reflect a gradually widening assumption of responsibilities. It may begin with observations and learning of discrete skills, but later it must include the assumption of increasing responsibility.

The Agency agrees to:

1. Designate one staff person as Site Supervisor with an appropriate bachelor or graduate degree. This person will be an employee (part-time, full-time, or

contracted with the agency) of the Agency where the internship will be conducted. The designated Site Supervisor will assume legal responsibility for the welfare of all clients seen by the student intern. The Site Supervisor will ensure that the student intern has direct supervision, either by the Site Supervisor or his/her designee, at all times when the student is at the agency. Each Site Supervisor must submit a Supervisor Qualifications Form (to be provided by the student) to accompany this Agreement.

2. Follow mandated federal and state statutes in accordance with EOC and ADA.
3. Develop work assignments and tasks under the Agency's charge for the human service intern commensurate with the Human Service program objectives, in consultation with the Internship Coordinator. Furthermore, opportunities for the supervisee to become familiar with a variety of professional activities in addition to direct service (e. g, record keeping, case notes, information and referral, in-service and staff meetings) must be present.
4. Provide the opportunity for the student to gain experience in the use of a variety of professional resources appropriate for use by an undergraduate student, such as assessment instruments, print and non-print media, professional literature, and research.
5. Ensure that at least 135 clock hours are devoted to service to clients and provide the opportunity for additional experiences as warranted.
6. If a student is to engage in off-site services (e.g., home-based counseling, transportation of clients), proper training, safety measures (e.g., use of cell phone, obtaining immunization per Agency policy and at Agency expense, use of Agency vehicle only and only with adequate insurance coverage provided by the Agency), and appropriate supervision will be provided by the Agency. If the human services intern will be expected to provide such services, consultation with the Internship Coordinator will be necessary.
7. Provide appropriate working conditions and physical arrangements for the intern, such as desk space for completing paperwork, access to a telephone, and office space in which to meet with clients privately.
8. Provide the minimum face-to-face one-on-one supervisory requirements of 30 minutes weekly.
9. Complete the student evaluation materials at least one week in advance of the schedule.
10. Inform the Internship Coordinator of Agency policies and procedures that are relevant to internship assignments and intern activities.
11. Maintain close communication with the College in relation to internship activities through available means such as site supervisor meetings, correspondence with the Human Service Internship Coordinator, on-site visits by the Internship Coordinator, and telephone and/or e-mail contacts.
12. Monitor student performance and report to the Internship Coordinator if difficulties in performance, ethics or other internship related activities arise. If difficulties arise, follow the guidelines for remediation/termination (see end of Agreement).
13. Evaluate the student intern's performance and grade (A, B, C or F) for the on-site portion of the internship.