INTERN MENTOR MANUAL
Introduction

Overview

The goal of the Rutherford Works High School Internship Program is to help rising seniors develop personal and professional skills that will help them attain success in academia and in the workforce. Students will gain paid work experience with a Rutherford County employer. This internship will last a total of 4 weeks (64 work hours). In addition to gaining work experience students will also receive 8 hours of pre-employment training and 16 hours of work based learning that will cover employability skills that employers are eagerly seeking from today’s job seekers.

The High School Internship Program benefits employers and the community by training a diverse group of young people to work in a business environment and supplying employers with talented young workers. Most importantly, this program helps our young adults to understand the link between their academic studies and the world of work, to be challenged professionally and to make a positive impact within their community.

The Rutherford Works High School Internship Program is a partnership between the Rutherford County Chamber of Commerce/Rutherford Works, Rutherford County Schools and YouthCAN, a Mid-Cumberland Human Resources Agency.

Key Components

- **Work Assignments**: Internship placements are identified within Rutherford Works employer partners. Through mentoring and challenging work assignments, supervisors help develop students’ skill levels.

- **Pre-Employment Training** – Prior to beginning work, students will participate in 8 hours of pre-employment training. They will become familiar with the payroll process and how to complete time sheets, learn the basics of work place safety, be exposed to federal laws regarding harassment in the work place and understand the expectations of a group project. Students will also meet with their respective employers prior to beginning work at Orientation on June 1, 2017.

- **Work Based Learning/ Career Exposure Seminars**: A unique feature to the internship program is work based learning/career exposure seminars. Every week, students meet to discuss their work and to participate in relevant seminars. Among the topics covered are communications/feedback, personal branding, teamwork and problem solving and financial literacy.
Program Information

Length of Program

4 weeks for all interns (June 2 – June 30) plus one day of orientation training on June 1, 2017.

Work Schedules

Interns will work a maximum of 20 hours per week (16 hours at work, 4 hours workshop)

All interns will participate in a four-hour skills-based/career exposure seminar each Friday. These four hours will be included in the hours worked each week. Total hours worked, including the seminar time, must not exceed your 20 hours per week maximum. Work schedules may be arranged between the intern and the supervisor prior to the program start date. Interns will be paid for pre-employment, actual worked hours and the skill-based seminar series.

Payroll

Rutherford Works is partnering with YouthCAN to coordinate all interns’ payroll. Prior to starting the internship, interns will complete employment paperwork through YouthCAN. Once interns begin their internship, interns must keep track of hours worked through the time sheet process that YouthCAN will cover during pre-employment training. Failure in properly submitting your timesheets will result in delayed arrival of your biweekly payroll check.

Absences

Interns are not paid for scheduled hours not worked. Students may miss 4 hours of work and complete the internship. The student must call 30 minutes prior to his/her assigned start time. The student must also call Ms. Penny Kell 30 minutes prior to his/her assigned start time per their manual. No Texting is allowed for this communication. The student must communicate via a phone call. Students are encouraged to work with their employer to make up the hours missed should an illness or other extraordinary circumstance occur. If an intern misses more than 4 hours of work, the employer will notify YouthCAN and employment will be terminated.
Contact Information and Internship Schedule

Rutherford Works Staff

Beth Duffield, VP Workforce Development  
Work Phone: 615-278-2326  
Work Email: bduffield@rutherfordchamber.org

Trisha Murphy, Education & Workforce Development Coordinator  
Work Phone: 615-278-2392  
Work Email: tmurphy@rutherfordchamber.org

Penny Kell, Work Based Learning Coordinator  
Work Phone: 615-969-8936  
Work Email: kellp@rcschools.net

Rutherford County Schools

Tyra Pilgrim, Director, Career & Technical Education  
Work Phone: 615-893-5815  
Work Email: pilgrimt@rcschools.net

Brian Lewis, Career & Technical Education Specialist  
Work Phone: 615-893-5815  
Work Email: pilgrimt@rcschools.net

YouthCAN

Joe Johnson, Program Director  
Work Phone: 615-850-3907  
Work Email: jjohnson@mchra.com

Rachel Hamlett, Manager  
Work Phone: 615-393-4835  
Work Email: rhamlett@mchra.com
**Business Pathway Intern Contact Information**

<table>
<thead>
<tr>
<th>Intern Name</th>
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<td>Intern Phone Number</td>
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**Business Pathway Intern Emergency Contact Information**

| Intern’s Emergency Contact Name and Relationship |  |
| Intern’s Emergency Contact Phone Number |  |
| Intern’s Emergency Contact Email |  |
Your Role as a Host Site for a Business Pathways Intern

As a host site and mentor for an intern, you will be responsible for the following:

- Mentor should assign tasks that not only help improve the intern’s existing skills but help them develop new skills.

- Mentor should assign projects or tasks that can be completed by a young person with little or no experience (but the right skill set!) Ideally, the intern would not be responsible for any large projects or whole jobs (i.e. fully responsible for Accounts Receivable).

- Mentor should provide regular feedback, constructive criticism and praise for good work.

- Mentor should try to provide learning experiences for their intern such as “lunch and learns” or informational interviews with staff, colleagues, etc to learn more about the company and the field.

- Timesheets- Intern Mentors will be responsible for approving the intern’s timesheets through YouthCAN. Intern Mentors will approve Intern’s weekly timesheet on Thursdays. At the beginning of the internship, YouthCAN will provide each Intern Mentor with instructions on the timesheet process.

  If you have any questions about payroll or timesheets, contact YouthCAN.

  YouthCAN
  Dr. Joseph Johnson, YouthCAN Director
  Work Phone: (615) 850-3907
  Work Email: jjohnson@mchra.com

- Mentor is invited to attend the end of program celebration on June 30 from 10:00 a.m. – noon at the Rutherford County Chamber of Commerce.

- Mentor is asked to write and present student intern with a letter of recommendation (if eligible) at the end of program celebration.
Tasks to Assign an Intern

What Should an Intern Do?
Business Pathways interns are eager to try new things, learn new skills, and they can be an extremely valuable asset to your business. Here are some examples of things interns have done in previous years:

1. Assistance with projects:
   - Mass marketing – creating materials, mailings, contact lists, etc.
   - Online research – prospecting, gathering data, compiling info for reports
   - Property research and analysis
   - Processing rental payments and assemble tenant agreement packets

2. Administrative tasks:
   - Filing of documents, reorganizing filing systems
   - Data entry – Excel, Access, updating of records, etc.
   - Phone calls – answering company phone, taking messages, making scripted calls

3. Other:
   - Taking notes at site visits for company staff, typing up meeting minutes, etc.
   - Messenger duties – delivering documents/packages on foot to other offices
   - Researching the viability of a new program or campaign
   - Compiling and presenting statistics
   - Evaluating potential social media platforms
   - Proposing a social media strategy
   - Building a company sales database
   - Cleaning up an existing database
   - Critiquing the company’s website from a user perspective
   - Brainstorming ideas for boosting site usability
   - Evaluating some area of IT functionality
   - Generating cost-cutting ideas
   - Preparing budgets, reports, plans, or proposals
   - Creating materials (marketing, collateral, etc.)
   - Sourcing lower-cost supplies
   - Developing process directions for tasks with high employee turnover
   - Competitive analysis / product comparisons
What should an intern NOT be doing?

While the range of things that an intern can be doing is very large, there are few things that you should make sure your intern is not doing:

1. Job Shadow – this is a paid internship. It’s reasonable to allow time for tours and observation opportunities, but the bulk of their time with you should be in work activities.

2. An intern should not be a replacement for a full time position.

3. For example an intern should not be solely responsible for processing all incoming payments during their shift. They can assist someone who has this primary responsibility.

4. It is very important that an intern not work beyond their allotted 16 hours per week.

5. An intern should not be left unsupervised for long periods of time. Try to schedule the intern times when the Mentor will be available to answer questions and provide feedback.

6. While interns will usually take initiative on their own and ask for more work when they need to, please be sure that they have tasks assigned to them for each shift.

7. An intern should not travel in a car with any adult associated with the internship worksite unless the Intern Mentor has discussed this with YouthCAN and has written permission from the students’ parents.
How to Work with an Intern

Hosting an intern should be enjoyable for you as well as your intern, however working with a youth person may turn out to be a very different experience than working with a more experienced employee. Here is a list of tips for working with your intern:

‘Yes’ may not always mean ‘yes’
Interns are eager to show that they are capable of doing anything you assign to them, so much so, that they may agree to tasks for which they are not fully prepared. When an intern says, “Yes, I understand,” please be mindful that they may actually need more assistance. Although we encourage interns to ask questions, they may be too shy or embarrassed to come back to you for more clarification when they really need it. Please check in with them frequently as they are completing tasks for you.

Give constructive feedback
The Business Pathways internship should be a positive learning experience for YouthCAN members. When an intern does not complete their task adequately, please let them know, as well as explain how they could have done the assignment better. One great way to do this, without causing the interns to feel badly about themselves, is by “wrapping” your criticism in a compliment. Start out with something they are doing well, then state your criticism, but end with a compliment or on a positive note.

Problems?
If ever there is a problem that you need assistance with, please contact YouthCAN and Penny Kell immediately so that we may remedy situation before it escalates.

Provide learning experiences
Although the interns are encouraged to ask questions and see how they can learn more about the real estate industry, you can help them facilitate their career exploration. Here are some examples of things you might consider doing to expand your intern’s knowledge:

- Have a “lunch and learn” where you might talk about a component of your real estate business
- Make an appointment with your intern to talk about their career goals and ambitions
- Help them set up informational interviews with various people at your firm to expose them to career paths within the your industry and company.
Intern Unacceptable Conduct

Three Strikes Policy

We expect that each intern will read their handbooks and follow the outlined guidelines. Each intern will be held responsible for all materials and policies found in the handbook. In the event that an intern fails to meet these guidelines, a strike will be issued. **Three strikes will result in termination from the internship.**

Tardy and Absence Policy

- If an intern is going to be late or absent, they must notify both the Intern Mentor, Penny Kell and YouthCAN Program Case Manager at least 30 minutes prior to the assigned start time. Failure of advanced notification will result in a strike. This policy includes scheduled time at the workplace and for Work Based Learning sessions.

Ground for Immediate Termination

Rutherford Works Interns will be immediately terminated from the program under any of the following circumstances:

- Failure to report regularly and promptly to the worksite and Work Based Learning sessions.
- Using or being under the influence of illegal drugs or alcohol
- Fighting on the premises
- Vandalizing or destruction of any employer property
- Possession of firearms, explosives, weapons or any other hazardous devises or using any item as a weapon
- Theft and/or fraudulent report of internship hours worked
- Inability or refusal to follow directions from authority
- Use of mobile phones while at work, other than in the case of an emergency. If you have them, please turn them off and put them away.
- Physical, or verbal or continued harassment to an employee, visitor, fellow intern or other business professional
- Behaving in a disruptive manner and disrespectful manner at a seminar or at any other Rutherford Works Summer Internship function