

# SUMMER INTERNSHIPS 2019

## EMPLOYER MANUAL

United Way of Southwest Virginia  
*Ignite Program*





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**Program Forms, *not attached***



# A NOTE TO EMPLOYERS

Everyone remembers their first experience working.

We remember that first call where everything spoken after, “You got the job!” faded into the background while our smiles grew wide. We remember the faces of the people we interacted with daily; the desk, the front room, or even the field we spent the majority of our time; and that first feeling of indescribable accomplishment we got to experience with others on our team. Your commitment to the Ignite Program is offering this feeling of achievement and invaluable work experience to the youth in our region. Thank you for choosing to partner with us.

The internship component of United Way of Southwest Virginia’s Ignite Program provides our region’s high school students with a temporary summer work experience designed to help students gain career awareness and practical soft skills. Your mentorship of the student(s) who will be working with you and your business will influence many of their habits for their entire career. This is no small responsibility, but we are here to help you along the way.

This Employer Manual will serve as a go-to resource for you and your business before and throughout the program, along with United Way of Southwest Virginia staff support. Your investment in our region is helping to prepare the next generation of Southwest Virginia’s workforce.

Thank you for your support!



Travis Staton  
United Way of Southwest Virginia  
CEO and President

# ABOUT UNITED WAY OF SOUTHWEST VIRGINIA

United Way of Southwest Virginia fights for the health, education and financial stability of every person in Southwest Virginia because they are the building blocks for a good quality of life.

Through an initiative-based cradle-to-career approach, United Way of Southwest Virginia is creating sustainable solutions to address the challenges facing tomorrow's workforce. United Way convenes cross-sector partners to make an impact on the most complex problems in our region. Through collaboration with government, business, nonprofit and individuals, United Way innovates for positive, lasting social change. With a footprint that covers nearly 19% of the state of Virginia, United Way of Southwest Virginia programs and initiatives serve the counties of Bland, Buchanan, Carroll, Dickenson, Floyd, Giles, Grayson, Lee, Montgomery, Pulaski, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe, and the cities of Bristol, Galax, Norton, and Radford.

For more information about United Way of Southwest Virginia, visit [www.unitedwayswva.org](http://www.unitedwayswva.org).

# ABOUT IGNITE

Young adolescence is a time of intense identity formation, and high school students are discovering who they are and finding their place in the world. Recent studies have shown that engagement begins to drop in 6th, 7th, and 8th grade, and that as many as 60% of students are “chronically disengaged” by the time they enter high school. Developing ways to introduce students as early as 6th grade to career options and opportunities so they understand the relevance of what they are learning and stay on track, with a goal in mind, is absolutely critical.

Ignite aims to address these issues starting in middle school all the way through high school graduation, creating connections that keep students engaged in learning, inspiring them to take rigorous courses and build relationships with employers, and increasing the likelihood that they will be interested in and prepared for post-secondary education, advanced vocational training, and/or excelling in the workforce.

United Way of Southwest Virginia's Ignite Program sparks career interest in the next generation of Southwest Virginia's workforce through career awareness and hands-on learning. These summer internships are one component of Ignite that will help bridge the gap between the worlds of learning and work by connecting schools and students with employers and employees. Across United Way of Southwest Virginia's service area, the Ignite Program is investing in the lives of over 29,000 students – enabling middle and high school students to realize their full potential and be ready to enter and advance in the region's workforce.

More information about the Ignite Program can be found online at [www.unitedwayswva.org/ignite](http://www.unitedwayswva.org/ignite).

# YOUR ROLE

## IGNITE INTERNSHIP MENTOR

When preparing for your internship this summer, there are some responsibilities to keep in mind. Your student intern has come ready to learn about your organization and they've also come to develop soft skills they've not yet fully grown into.

To meet these needs, we request that the organization participating in an internship this summer **designate one employee to be the Ignite Internship Mentor**. This employee will directly supervise and hold the student intern responsible throughout the internship. This employee should be doing similar work of what is assigned to the student intern, or the mentor should be knowledgeable in it, so that they may be available to assist directly when need be.

Choose your Ignite Internship Mentor thoughtfully in order to better serve the student intern and provide a thoughtful work experience.



# MENTOR RESPONSIBILITIES

## Before the Internship:

- ✔ Attend the Ignite Internship Mentor meeting scheduled by United Way of Southwest Virginia, date TBD.
- ✔ Create and provide a job description and various potential assignments for each student intern your organization may have.

## During the Internship:

- ✔ Provide a safe work environment and any related training your student intern may need in order to do their work effectively.
- ✔ Evaluate the student intern's performance periodically and sign off on their weekly logs.
- ✔ Be their point of contact and check in with them every time they come to your organization to work.
- ✔ Provide a structured process for expectations and responsibilities along with applicable projects or daily work the student intern can complete.

## After the Internship:

- ✔ Attend the Internship Celebration hosted by United Way of Southwest Virginia, date TBD.
- ✔ Fill out any required reports and/or surveys about your summer internship from United Way of Southwest Virginia.

# MAJORCLARITY

## THE SOFTWARE

Your organization has access to a career readiness software called **MajorClarity**.

You should be given a secure access code by United Way of Southwest Virginia to access your account. **United Way of Southwest Virginia will send an informative email about MajorClarity to all participating mentors and organizations.** Feel free to reach out with any questions you may have or ask questions at the Ignite Internship Mentor meeting.

***Important Note:** For student safety, United Way and MajorClarity have worked hard to create a safe and convenient portal to ensure a streamlined and secure application process.*

***We advise that students not contact employers outside of MajorClarity, and please keep your contact with students through MajorClarity only up until the interview.***

## RESUME AND COVER LETTER

Ignite's summer internships will be a first chance for many high school students to get real work experience. Many students will be including...

*various activities and clubs*  
*volunteer experience*  
*credentials they have earned*  
*classes they have taken*

...instead of referencing past employers on their resume, telling the story of what they've been up to at school and in their community! Take all of this into account when deciding the right intern for your organization.

When a student first applies for a possible summer internship, **MajorClarity's software will remove all contact and personal information from the student's resume and cover letter.** It won't be until after the student accepts an interview and the Internship Interest Form (**See Program Forms**) is turned in than an employer will see personal identifying information.

# ABOUT THE INTERNSHIPS

## INTERNSHIP REQUIREMENTS

United Way of Southwest Virginia's Ignite Program provides our region's high school students with a four-week summer internship component designed to teach critical workplace skills and prepare students for the workplace through hands-on work experience. Internships bridge the gap between the worlds of learning and work by connecting students and schools with employees and employers.

### Length of Internship

The internship this summer should take approximately four (4) consecutive weeks to complete. United Way of Southwest Virginia recommends about 16-20 hours of work per week, depending on the employer's preference and agreed upon by the intern.

Summer internships will need to take place between **June 1- July 31, 2019**.

### Payroll & Timesheets

Pay for **ALL** of the internships should be listed at \$7.25. **Employers may hire a student at a rate higher than \$7.25 after the interview process is over and they are ready for employment in the program.** Payroll information, timesheet requirements, and other information concerning payment will be between the student and the employer. If there are any issues in payroll procedure, United Way of Southwest Virginia must be alerted.

## Work Schedule

Each student who participates in an internship this summer will need to complete a total of 88 program hours. Each student's work schedule at their work site will look different. It is up to the employer and the student to come up with a schedule that works for them.

## Team Presentation

At the end of the internships this summer, all student interns will participate in a team presentation about their work experience at the Internship Celebration. At this time, all student interns will be recognized for their work by United Way of Southwest Virginia.

## Pre-Employment Training

The student intern will need to participate in United Way of Southwest Virginia's Pre-Employment Training. This training will count towards the student's total amount of 88 hours worked.

## Absences

Employers will instruct interns in their own protocol when it comes to what absences count as excused or unexcused. Interns will not be paid for the hours they miss for an absence. However, students are encouraged to work with their Ignite Internship Mentor to makeup their hours missed. **Students must complete a total of 88 hours**, which includes their Pre-Employment Training.

Communication for an absence must be done through a phone call directly to their Ignite Internship Mentor. If a student notifies their mentor that they will be coming in late or notifies him/her that they cannot come in at all, they must call at least an hour before their original start time. Students may not alert their mentor of an absence or a late arrival through email, text, or social media.

# WORTHWHILE WORK

## YOUR INTERN SHOULD BE...

### ...doing work specific to a field or department.

- Assisting with Projects and Implementation
- Online Research
- Data Analysis and Compilation
- Marketing/Social Media
- Helping to Raise Money

### ...completing general office or daily work.

- Filing and Organizing
- Data Entry
- Answering Phone Calls and General Emails

### ...handling other, miscellaneous projects.

- Taking Notes, Serving as a Meeting Secretary
- Brainstorming
- Organizing Online or Physical Work Spaces
- Building Databases

## YOUR INTERN SHOULD NOT BE...

- ...completing work that would take the place of a full-time employee.
- ...doing copious amounts of job shadowing or observation work.
- ...working alone for long periods of time.
- ...traveling in a car alone with any adult associated with the internship site.
- ...working alone or with only one other adult in an isolated environment.

## FIRST WEEK GOALS

The internships this summer will come with plenty of exciting opportunities for you and your participating student intern. United Way of Southwest Virginia asks that you **make sure to complete these goals below within the first week** of your student intern being on site. These steps will ensure you and your student intern are on the same page throughout the program.

### ✓ Welcome Tour of Business

- ✓ Staff Introductions
- ✓ Orientation of Work Space
- ✓ Instructions on where to Park

### ✓ Organization Overview and History

- ✓ History of Organization
- ✓ Mission and Goal of Organization
- ✓ Any Recent Developments/Accomplishments

### ✓ Terms and Conditions Discussion

- ✓ Payroll Information
- ✓ Procedure for Absences
- ✓ Unacceptable Behavior
- ✓ Dress
- ✓ Cell Phone/Social Media Usage

### ✓ Expectations and Goals

- ✓ Weekly Logs and Objectives
- ✓ Communication Styles
- ✓ Daily and Weekly Tasks

# WORKPLACE READINESS

## STUDENT EXPECTATIONS

### **Develop Successful Soft Skills**

“Soft” or applied skills, such as teamwork, decision-making, and communication, are skills that help young people preparing to enter the workforce become effective employees and managers. Developing students' soft skills is critical to their ability to contribute to a strong and vibrant workforce.

### **Appropriate Dress**

Each student intern must communicate with their Ignite Internship Mentor on what is appropriate dress for their workplace. Each employer will have different requirements when it comes to dress.

### **Email and Social Media**

Student interns should use their school email and primary phone number to contact their Ignite Internship Mentor. Using a school email is important to keep all items consistent and aligned with their MajorClarity account.



## FOR STUDENTS TO KNOW

### **Student Safety**

*Your safety is what is most important.*

Safety training will be a part of Pre-Employment Training. If you should ever feel unsafe, harassed, or discriminated against at the work site you should leave and immediately contact both your direct supervisor/Ignite Internship Mentor and United Way staff with any concern you may have.

### **Confidentiality**

It is important to be aware that everything you see, help create, or share in conversation at your workplace during the internship, stay strictly between you and your workplace. Do not share the information and work of others by mouth, text, or social media.

### **Unacceptable Behavior**

You are going to be held responsible for reading and understanding all materials in this manual. If you fail to meet the guidelines in this manual, you will receive one strike by your Ignite Internship Mentor. If you receive three strikes, you will no longer be able to participate in the program.

## **YOU WILL BE IMMEDIATELY TERMINATED FROM EMPLOYMENT IF...**

...you are under the influence of illegal drugs or alcohol

...you use tobacco products on your organization's property

...you participate in a fight on your organization's property

...you ruin, vandalize, or destroy any of your organization's property

...you possess firearms, explosives, weapons, or any other hazardous material on your organization's property

...you lie or fail to report properly to your Ignite Mentor or on your weekly log

...you use your cell phone excessively or do not follow your organization's cell phone policy

# CONTACT INFORMATION

## Your Ignite School Coordinator (ISC)

Unsure of who the Ignite School Coordinator (ISC) is at your school? See this link to find out who it is, and how to best get in touch with them!

***[www.unitedwayswva.org/ignite-internships](http://www.unitedwayswva.org/ignite-internships)***

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