

Washburn University
School of Applied Studies
Human Services Department
Internship Manual: Family Services

Students: Please print the manual for yourself and your Site Supervisor.

Step 1: Determine Readiness to Apply for an Internship

To be ready to apply for the Internship Program in the Human Services department, students must:

- Have successfully completed HS100, HS 250, and at least one course in their emphasis area if working toward a degree, or have successfully completed one semester in the certificate program if only working toward a certificate or minor.
- Have a major (Human Services) GPA of at least 3.0.
- Believe oneself to be prepared to meet the following internship requirements:
 - Complete a minimum of 150 hours of fieldwork in a Human Services agency, under approved supervision (see below).
 - Participate in an academic internship seminar, meeting either online or face-to-face, with weekly assignments
 - Engage in fieldwork focused on:
 - Exploring the scope of Human Services work
 - Promoting strengths, diversity, social justice, and integrative (holistic) wellness
 - Demonstrating prevention, intervention, and/or evaluation skills
 - Displaying effective interpersonal and professional skills
 - Adhering to relevant ethical codes of conduct
 - Practicing competencies

Step 2: Complete the Application:

If you are ready to apply for an Internship for next semester, go to www.washburn.edu/human-services.

- If you are applying for your first internship, use the Initial Internship Application and be prepared to provide the following by the deadline:
 - A brief essay (on the application form) describing your readiness for an internship.
 - Ideas for where you would like to do your internship and a website or contact information for the agency
 - *Two reference statements (the forms are on the human services website).*
- If you are applying for a second or subsequent internship, use the Re-Application. You will not need an essay or reference letters, but you will need to provide ideas for sites where you would like to intern and to give websites/contact information for these sites.
- Applications are due **February 15th** for Summer and Fall Internships, and **September 15th** for Spring Internships.
- After you have applied: The Department faculty will meet to review your application. Please wait to hear back from your advisor *before* contacting an agency. It is your responsibility to check and respond to your Washburn email in order to receive updates about approval and upcoming deadlines.

Additional Considerations:

- Non-Kansas residents are responsible for understanding any fieldwork requirements needed for certification, licensure, registration, etc., for their states. We only provide advising based on Kansas requirements.
- Students may be able to use their place of work as an internship site with university and agency permission, but students must be able to meet internship requirements and *must* identify themselves as an intern, not an employee, during internship hours.
- Students may request to do two internships at the same agency with prior approval of the university and agency but must take on different roles and tasks in each internship.
- Students may request to do two internships in the same semester. This is **not** recommended and students must receive approval from the university and agency.

Step 3: Gaining Approval to Complete an Internship:

Internships are not an automatic right. Rather, internships are a responsibility that students *earn* through demonstrating requisite academic, professional and interpersonal skills in their coursework, service learning and field experiences. Interns typically work directly with Human Service consumers, many of whom are in vulnerable situations. As a result, it is essential that students possess the skills to develop healthy relationships with consumers and staff members before attempting an internship or engaging in a second or subsequent internship. Along with the student's application and reference statements, faculty will consider the following criteria when deciding to approve a student for initial, second and subsequent internships:

- Student shows good academic performance in Human Services with a mean GPA of 3.0 or better.
- Student demonstrates responsibility through regular attendance in classes and timely submission of assignments.
- Student engages in appropriate participation in class discussions and exercises.
- Student demonstrates appropriate and respectful communication skills in all dealings with the Department (e.g., in the classroom, fieldwork settings, advisor meetings, emails, phone calls, etc.).
- Student shows insight into their behavior and their impact on others.
- Student is responsive to faculty/advisor feedback by showing improvement in skills.
- Student follows WU student conduct code (http://www.washburn.edu/current-students/services/Student_Conduct_Code.pdf)
- Student exhibits academic integrity.
- Internship spaces are limited and the University may not be able to accommodate everyone who meets the criteria for acceptance. In this situation, the faculty will give priority to students closer to graduation and to those who demonstrate a higher level of readiness based on academic, professional and interpersonal skills.

If you are not approved for an internship, a Departmental Internal Review Board will determine needed areas of improvement in order for you to be approved for a future internship placement. These will be communicated to you by your advisor. If you are not approved for two consecutive internships, you may be contacted by your advisor to discuss professional fit and whether you should move forward in the program.

Step 4: Selecting an Agency and Arranging an Interview

After your application has been reviewed, you will be contacted by your advisor. If you are approved for an internship placement, your advisor will work with you to identify potential agencies. Do NOT contact any agencies until you get permission from your advisor to do so.

Your next step is to arrange for an interview with the agency director or representative:

- Contact the agency and introduce yourself. Let them know that you are completing a degree or certificate in the Human Services department at Washburn University and that you would like to set up an interview to see if you could complete an internship with the agency.
- Sometimes agencies don't respond quickly to your request for an interview. Please don't get discouraged...they are busy. Sometimes it helps to drop by the agency in person to try to schedule a time to meet. Be persistent without being obnoxious. If it looks like you need a new plan, contact your advisor immediately.
- Take the following to the interview:
 - This Internship Manual
 - The Learning Contract (see <http://www.washburn.edu/academics/college-schools/applied-studies/departments/human-services/internship.html>)
 - A copy of your resume.
 - Start and end dates for the semester (for liability reasons, you cannot start logging hours early): <http://washburn.edu/academics/academic-calendar.html>
 - A clear idea of what days and hours you will be available for Internship work.
 - A great attitude and professional demeanor/dress.
- During the interview, you'll want to use the following page of this manual as a discussion guide.
- Please leave a copy of this manual with the agency supervisor.
- In addition to your learning contract, Washburn University needs to have an affiliation agreement with every site where students do internships. If the site you have selected is not already affiliated with WU, please work with your advisor early in the process to make sure that the affiliation agreement paperwork is initiated.
- If you are granted an internship, have your site supervisor sign the Learning Contract and submit it to the Human Services Department ASAP, no later than **April 1st** for Summer/Fall internships and no later than **November 1st** for Spring internships.

If the agency declines to interview you or the interview does not result in an offer of an internship placement, *contact your advisor immediately!*

It is your responsibility to coordinate an internship placement in a timely manner. We want students to be successful, but if you miss our deadline you may not be able to complete your internship on your intended schedule. It helps to stay in contact with your advisor if you are having difficulty getting an internship set up. If we are in the loop, we are able to advocate for you.

**Washburn University, Department of Human Services
Internship for Family Services Students
Student Requirements and Agency Responsibilities**

Student Requirements:

- Complete a minimum of **150** clock hours of fieldwork across the full semester (approximately 16 weeks in Fall/Spring semesters and 7.5 weeks in Summer).
- Participate in weekly internship seminars and submit required assignments.
- Maintain a log of clock hours and supervision hours; submit the signed log for a mid-semester check and at the end of the semester.
- Complete an evaluation of the site at the end of the semester.
- Ensure that your site supervisor submits your performance evaluation at the end of the semester.
- Adhere to the Ethical Standards for Human Service Professionals and follow agency policies and procedures.
- Inform the university instructor and site supervisor *immediately* of any ethical or safety concerns.
- Practice the competencies you have selected with your supervisor from the list in this manual.
- Identify yourself clearly as an intern during internship hours.
- Refrain from transporting clients under any circumstances. If you are employed by the agency where you are doing your internship and your employment requires you to transport clients, **you may not count the time you spend transporting clients toward internship hours, and you may not identify as an intern while transporting clients.**
- Students recognize that signing an internship contract represents a commitment to the agency, to the university, and to their education.

Agency Responsibilities:

- Washburn University must have an Affiliation Agreement with your agency. If an Agreement is not already in place, WU will send one for the CEO to sign and return. This Agreement must be completed for a student to be eligible for an internship with your agency. This Agreement is in addition to the student's learning contract.
- Review and sign the student's Learning Contract. Keep a copy for your records.
- Review the semester start and end dates with student. For liability reasons, students may *not* collect internship hours prior to the start of the semester.
- Discuss scheduling to ensure the student will be able to complete their hours by the end of the semester.
- If your agency requires background checks, coordinate this directly with the student.
- Orient the student to agency policies, procedures, staff, etc.
- Provide regular supervision and additional consultation as needed.
- Coordinate and calibrate student assignments based on student readiness for new tasks.
- Provide opportunities and feedback to promote student skill development in the competencies you and the student have selected from this manual to work on.
- Communicate promptly with the university seminar instructor in the event of problems.
- Complete the Internship Performance Evaluation at the end of the semester. Your ratings and feedback on this form will contribute to determining the student's internship grade.

Notice on Consensual and Familial Relationships:

- A student may not be supervised by a person they have a close personal relationship with that could be expected to adversely affect impartiality (e.g. family, housemate, romantic, etc.). This includes past or pre-existing relationships.
- If a student has a close relationship (as described above) with someone at the agency that has the potential to cause conflicts of interest, favoritism, or exploitation, this relationship must be reported immediately to the student's academic advisor. If another placement cannot be found, a mitigation plan will be developed.
- If, during the course of the internship, the student develops a personal relationship as described above, then it must be reported immediately to the student's academic advisor (e.g., an agency hires a student's family member, or a romantic relationship develops).
- If a close personal relationship is not immediately reported to the department, then the university has the right to investigate and implement consequences in accordance with university policy.
- Immediate notification and cooperation with the mitigation process can prevent the need for investigation and disciplinary action.
- Please refer to relevant Washburn policies for additional information.

In the event of problems:

- Student and site supervisor should communicate any serious concerns to the university internship seminar instructor promptly. Typically, efforts are made to resolve problems collaboratively as part of the training and supervision process.
- The agency may terminate a student's internship by submitting a written explanation to the university that documents the concerns that led to the termination.
- In the event of misconduct or other serious concerns, the university may terminate a student's internship. In this event, the agency and student will be informed in writing.
- If an internship is terminated by the agency or university, a Departmental Internal Review Board will determine the student's grade in the course, whether a student may continue in the program, and, if so, what sort of improvement plan might be needed, and when a student might be allowed to apply for another internship.
- If a student engages in misconduct during an internship and that student is allowed to continue in the program, information about the misconduct, and about performance on a subsequent student improvement plan, may be reported to future internship sites.
- If a student engages in misconduct during an internship and that student holds a relevant license/credential, the Department may report the misconduct to the appropriate licensing/credentialing board.

If you have any questions, please contact the Human Services department at (785) 670-2116.

*Thank you for working with our students.
We are proud of our program and we couldn't do it without you!*

Internship Learning Outcomes

Students are expected to develop professional skills based on the following learning outcomes:

- Explore the scope of Human Services work
- Promote strengths, diversity, social justice, and integrative (holistic) wellness
- Demonstrate prevention, intervention, and/or evaluation skills
- Display effective interpersonal and professional skills
- Adhere to relevant ethical codes of conduct
- Select a subset of competencies from following list in conjunction with site supervisor; students will be evaluated on the selected competencies at the end of the semester:

General Competencies for all Internship Students (select a subset with site supervisor):

- Describe the history of agency, services it provides, and population served.
- Apply the mission of the agency in internship work.
- Identify strengths of consumers, agency, and/or community.
- Work effectively with people of diverse backgrounds.
- Demonstrate a social justice orientation.
- Advocate for consumers who face unjust barriers.
- Demonstrate an understanding of consumer from a "whole person" integrative wellness perspective.
- Apply effective prevention skills.
- Apply effective intervention skills.
- Apply effective program evaluation skills.
- Use effective interpersonal skills (e.g. deep listening, establishing rapport, self-awareness, etc.).
- Practice effective professional skills (e.g. accountability, goal-orientation, reliability, collaboration, etc.)
- Seek supervision appropriately.
- Receive and use feedback well.
- Engage in effective oral communication.
- Engage in effective written communication.
- Adhere to professional ethical standards (required of all students).