Handbook for Site Supervisors of Human Services 50-hour Field Placement Students

The Human Service program at the University of Delaware is accredited by The Council for Standards in Human Service Education (www.cshse.org)

*Strengthening recognition of the unique and valued role of human services professionals*
(National Organization for Human Services)
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1. **HUMAN SERVICES FIELD-PLACEMENT OVERVIEW**

The field-placement component of the Human Services program is designed to provide students with a hands-on, realistic, experience in a community-based agency. This experience gives participants an opportunity to apply and evaluate the knowledge and skills learned in the classroom. Students also develop a richer understanding of the human services delivery system and its relevance to local, state, and national social welfare policy. This experience makes them more aware of the skills required to be an effective human services professional, and affords them the opportunity to determine their appropriateness for the profession.

As a requirement for completion of HDFS 334, Experiential Education, students spend 50 hours during the semester in field experience in a human services agency. During this placement the goal is for the student to function as much like entry level staff members as possible. Students are provided with contact information and program descriptions for agencies interested in hosting field placements. It is the responsibility of the student to contact the agencies which match their interests and arrange an interview. Based on the interview, the agency may offer to host the student. Placement sites cover a wide range of service areas. Examples of field-placement sites include: The Rockford Center, Exceptional Care for Children, Delaware Center for Justice, Ronald McDonald House, Latin American Community Center, AIDS Delaware, Family Court, Newark Senior Center, Head Start Program, Easter Seals, Christiana Care Center Neo-Natal Intensive Care Unit (NICU), the Communities in Schools program, and Children and Families First.

2. **FIELD-PLACEMENT ADMISSION REQUIREMENTS**.

To participate in the 50-hour field-placement students must be enrolled in HDFS 334, Experiential Education. This course is open to Human Services majors, Disability Studies minors, and to students in other majors with the permission of the course instructor.

3. **RESPONSIBILITIES**

   **A. Student**

   1. Prepare and submit a resume to site supervisor.
   2. Provide her/his own transportation to and from the workplace.
   3. Follow a work schedule determined in conjunction with their site supervisor.
   4. Perform the duties and responsibilities specified by the site supervisor in a professional manner.
   5. Adhere to norms of professional conduct.
   6. Support the agency’s philosophy, methods, leadership, and programs.
   7. Consult with site supervisor when problems or questions arise.
   8. Complete required forms and course requirements in a timely manner.
B. Site Supervisor

1. Ensure that the student has adequate supervision, support, and guidance while at the placement site.
2. Communicate with agency’s staff regarding field-placement program, and facilitate student integration into the agency.
3. Provide the student with relevant information and materials about the agency.
4. Provide appropriate opportunities for the student that contributes to her/his growth according to his/her ability and progress.
5. Evaluate student progress; complete, sign and submit mid-term and final evaluation forms to the HDFS 334 instructor. Discuss evaluations with the student.
6. Report any problems and concerns to student (when appropriate) and/or to the HDFS 334 Instructor before any definitive action is taken.
7. Avoid subjecting student to hazards in the workplace.
8. Be available for consultation with the HDFS 334 instructor if necessary.
9. Ensure reimbursement to the student for any placement-related expenses, incurred after the beginning of the placement, beyond her/his transportation to and from the site’s home base.

C. HDFS 334 Instructor

1. Determine and approve the student’s eligibility for participating in the field-placement.
2. Provide a copy of the Human Service Handbook to the site supervisor prior to the beginning of the field-placement placement.
3. Discuss the student’s responsibilities with the site supervisor.
4. Prepare the student for the placement (e.g. expected experiences, reports, conduct, and evaluation).
5. Evaluate the student’s field-placement performance and determine final grade.
6. Provide on-going support and guidance to the student.
7. Be available for consultation with the site supervisor as needed.

4. EVALUATION OF THE HUMAN SERVICE FIELD-PLACEMENT

Field-placement is a major component of HDFS 334 Experiential Education. The student must have performance evaluations by the site supervisor in order to receive a grade for the course.

a) The site supervisor will provide formal evaluations of the student's performance to the HDFS 334 instructor at the mid-point and at the end of the field-placement. Please use the Supervisors Mid-Term Evaluation Form (page 12) and Supervisors Final Evaluation Form (page 14).

b) If deemed necessary, to ensure successful completion of the field-placement, the site supervisor may arrange with the HDFS 334 instructor and student to formally evaluate the student on a more frequent basis.

c) Input from the site supervisor’s mid-term and final evaluations will be used to determine the student’s final grade for HDFS 334, Experiential Education.
d) Each student is required to submit an evaluation of the agency in which she/he has worked. This form provides feedback on the quality of the experience and valuable information for future student interns who may be interested in the agency.

5. PROCEDURE FOR RESOLUTION OF FIELD-PLACEMENT PROBLEMS

A. The student and site supervisor should first attempt to resolve the problem, following agency protocol. If this is not successful, each is to inform the other of his/her intention to seek additional help from the HDFS 334 Instructor.
B. If such difficulties are serious enough to warrant termination of the placement, the site supervisor should contact the HDFS 334 Instructor and provide written rational for the termination.
C. The HDFS 334 Instructor will examine the evidence to determine whether to allow student to seek an alternative placement.
D. The HDFS 334 Instructor may remove a student from a placement if there is evidence that he/she is unable to function within the agency structure. In this event written notification will be provided to the site supervisor.

6. ADMINISTRATIVE ITEMS

A. Liability Information

1. All University students are insured against third-party liability claims when participating in a Field Experience program. Students are not classified as professionals or employees and cannot be held responsible for a professional/employee level of performance. Any questions or concerns regarding liability should be forwarded to:
   Risk Management Office
   220 Hullihen Hall, University of Delaware  19716
   302-831-2971
   fax: 302-831-4120
   http://www.udel.edu/RM/index.html

2. Students who receive pay are covered under the Worker’s Compensation Law. Information regarding the University’s Worker Compensation Policy can be found in the University of Delaware Policies and Procedures Manual at:
   http://www.udel.edu/ExecVP/polprod/

3. Any questions or concerns regarding Worker’s Compensation should be forwarded to:
   Labor Relations Office,
   413 Academy Street, Room 256,
   302-831-6807
   (fax or 831-2796).
B. Field-Placement Hours

1. Students are expected to complete their field-placement responsibilities within the normal operating hours of the placement agency.
2. Regular schedules are to be defined and agreed upon by the student and site supervisor.
3. Student activities outside of the normal operating procedures of the placement agency must be approved by the HDFS 334 instructor.

C. Holidays

1. Students are entitled to observe their own religious holidays but must notify the site supervisor in advance and make appropriate arrangements for missed time.
2. Students observe University holidays/breaks that occurs during the term (e.g. Election Day; Thanksgiving; the Spring recess) and other instances when UD classes are canceled.
3. The HDFS 334 Instructor outlines school holidays for students and Placement supervisors. Calendars are sent to Field Supervisors at the beginning of the field-placement.

D. Absences/Late Arrivals

1. Students are to be at the field-placement site on a regular schedule and are expected to notify the site supervisor promptly in case of late arrival or absence.
2. The HDFS 334 Instructor should also be informed of unapproved or prolonged absences.
3. Subsequently, an appropriate plan must be negotiated between the student and the site supervisor for making up missed hours.

E. Reimbursement for Field-Placement Related Expenses

1. Interns assume responsibility for their own round-trip transportation costs from their local residence to their placement’s home base.
2. Agencies are expected to reimburse interns for agency-related transportation costs required by field assignments away from the base office and similar petty cash expenses as may be incurred in the course of carrying out agency services. Students must follow agency procedures for documenting and requesting any reimbursement. If this policy represents a problem, the site supervisor should discuss it with the HDFS 334 Instructor as soon as possible.
7. CONTACT INFORMATION
   A. HDFS 334 Instructor
      111 Alison Hall West
      Phone: 302-831-6500
      Fax: 302-831-8776

   B. Department of Human Development and Family Studies
      111 Alison Hall West
      Phone: 302-831-6500
      Fax: 302-831-8776
      Email: hdfs-dept@udel.edu
      Website: www.hdfs.udel.edu

8. FORMS AND LINKS
   A. Fax Cover Sheet
   B. Learning Contract
   C. Field-Placement Time Sheet
   D. Supervisor’s Mid-Term Progress Report
   E. Supervisor’s Final Evaluation

Note: Evaluation forms are also available on-line:


FAX COVER SHEET

TO:
HDFS 334 Instructor
Department of Human Development and Family Studies
University of Delaware

FAX NUMBER: 302-831-8776

FROM:

Number of pages (including this cover sheet):______________

Comments:
<table>
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<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Cell phone number</td>
<td>UD ID</td>
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<tr>
<td>Concentration</td>
<td>Class Year</td>
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**Internship Position Title**

**Agency Name**

<table>
<thead>
<tr>
<th>Supervisor Name</th>
<th>Supervisor Title</th>
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<tbody>
<tr>
<td>Supervisor Email</td>
<td>Phone number</td>
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**Dates of Assignment**

| to               | Hours per week   |

Description of the intern responsibilities:
Goal Statement
In consultation with your Site Supervisor, describe preliminary goals and objectives to be accomplished by your field experience:

By the end of the first week:

By mid-term:

By the end of the term:

General goals:

Approval Signatures:
Student ________________________________ Date ________________
Site Supervisor ________________________________ Date ________________

Please complete and return to the HDFS 334 Instructor by fax (302-831-8776)
HDFS 334: Experiential Education
Field-placement Time Sheet

Name ___________________________ Semester __________________
Placement Site ___________________________ Telephone __________________
Placement Supervisor ___________________________ Telephone __________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Supervisor’s Signature</th>
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Subtotal Hours @ Mid-Semester ____________ Total Hours ____________
HUMAN SERVICES FIELD-PLACEMENT
SUPERVISOR’S MID-TERM PROGRESS FORM
(To be completed by Site Supervisor)

Student’s Name: ____________________________ Date _________________

Site Supervisor: ____________________________________________________________

Site Supervisor’s Position: ______________________________________________________

Please complete as applicable

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<tr>
<th></th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Above Average</th>
<th>N/A</th>
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<tr>
<td>1) Appearance</td>
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<td>2) Can accept criticism</td>
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<td>3) Cooperativeness</td>
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<td>4) Dependability</td>
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<td>5) Maturity</td>
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<td>6) Growth in Knowledge</td>
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<td>7) Growth in Skills</td>
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<td>8) Initiative</td>
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<td>9) Interest in Major Fields</td>
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<td>10) Leadership</td>
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<td>11) Physical Stamina</td>
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<td>12) Poise</td>
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<td>13) Potential for Development</td>
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<td>14) Reliability</td>
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<td>15) Sense of Humor</td>
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<td>16) Social Adaptability</td>
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<td>17) Status with Other Employees</td>
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<td>18) Teaching Skills</td>
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Other Skills (please list) ____________________________________________________
Additional Comments (please complete):

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

This Progress Report has been discussed with student: Yes_____ No_____ 

Person Completing Form: ______________________________________________________________

Position: ____________________________________________________________________________

Agency: ____________________________________________________________________________

(Placement supervisors are encouraged to submit any recommendations for the field-placement under separate cover and forward to the HDFS 334 Instructor.)
HUMAN SERVICES FIELD-PLACEMENT
SUPERVISOR’S FINAL EVALUATION FORM

Student ___________________________________________ Date _____________

Placement/Agency _______________________________________________________

Site Supervisor __________________________________________________________

Date of field-placement: From: __________________________ To:_____________

Description of Student's Role______________________________________________

To the site supervisor: In each category, mark the one phrase that describes the student most accurately.

1. ABILITY TO FOLLOW INSTRUCTIONS
   - _____ Uses initiative in interpreting and following instructions
   - _____ Usually follows instructions with no difficulty
   - _____ Follows instructions with some difficulty
   - _____ Needs repeated detailed instructions

2. APPEARANCE
   - _____ Exceptionally neat and appropriately dressed
   - _____ Neat and appropriately dressed
   - _____ Satisfactory appearance and dress
   - _____ Sometimes neglectful of appearance and dress

3. ATTITUDE TOWARD WORK
   - _____ Takes a keen interest in the training and takes initiative to learn
   - _____ Shows interest in training and has desire to learn
   - _____ Has some interest in the training
   - _____ Shows little interest or enthusiasm for the training

4. ATTENDANCE AND PUNCTUALITY
   - _____ Never absent or late without good cause
   - _____ Seldom absent or late without good cause
   - _____ Occasionally absent or late
   - _____ Frequently absent or late

5. COOPERATION
   - _____ Always cooperates eagerly and cheerfully
   - _____ Usually cooperates eagerly and cheerfully
   - _____ Cooperates willingly when asked
   - _____ Cooperates reluctantly

6. PUBLIC RELATIONS
   - _____ Extremely tactful and understanding in dealing with all types of clients/people
   - _____ Usually poised, courteous, and tactful in dealing with clients/people
   - _____ Tries to please clients
   - _____ Sometimes lacks poise and seems indifferent to others

7. DEPENDABILITY
   - _____ Meets all obligations unfailingly without supervision
   - _____ Meets obligations with very little supervision
   - _____ Meets obligations under careful supervision
   - _____ Sometimes fails in obligations even under careful supervision
8. EXPENSE CONSCIOUS (Materials and Equipment)
   - _______ Extremely careful in using materials and equipment
   - _______ Uses good judgment in using materials and equipment
   - _______ Takes average care in using materials and equipment
   - _______ Careless about equipment and materials

9. WORK SKILLS
   - _______ Possesses all of the essential skills and related information
   - _______ Has an above average command of the essential skills and related information
   - _______ Has an acceptable command of the skills and related information
   - _______ Lacks the essential skills and related information

10. OBSERVANCE OF RULES
   - _______ Always observes agency rules
   - _______ Seldom disregards agency rules
   - _______ Observes most of the agency rules
   - _______ Frequently neglects agency rules

11. QUALITY OF WORK
   - _______ Has aptitude for doing neat, accurate work, and exceeding the requirements
   - _______ Does more than required amount of neat, accurate work
   - _______ Does normal amount of acceptable work
   - _______ Does less than required amount of satisfactory work

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<th>PLEASE CHECK THE MOST APPROPRIATE RESPONSE:</th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
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<td><strong>12. Personal Qualities</strong></td>
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<td>a. Stability, maturity</td>
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<td>b. Sensitivity, non-judgmental attitude</td>
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<td>c. Vitality, enthusiasm</td>
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<td>d. Ability to apply learning</td>
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<td>e. Use of good judgment</td>
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<td>f. Integrity, values importance of confidentiality</td>
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<td>g. Flexibility, acceptance of divergence</td>
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<td>h. Sense of commitment and involvement with others</td>
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<td><strong>13. Role Expectations Within Agency Setting</strong></td>
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<td>a. Understanding of agency function and operation</td>
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<td>b. Ability to use resources creatively</td>
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<td>c. Work load organization</td>
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<td>d. Colleague relationship</td>
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<td>e. Work with groups</td>
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<td>f. Ability to implement role demands as an Human Service student</td>
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<td>g. Understanding of individual job responsibilities</td>
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<td><strong>14. Demonstration of Professional Qualities</strong></td>
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<td>a. Demonstrates conscious disciplined use of self</td>
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<td>b. Increasingly functions more autonomously in areas of competence</td>
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<td>c. Uses criticism constructively</td>
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<td>d. Skilled in counseling techniques, if applicable</td>
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<td>e. Uses and applies professional literature</td>
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15. OVERALL EVALUATION OF STUDENT'S TRAINING
   _____ Outstanding
   _____ Above average
   _____ Average
   _____ Below average
   _____ Poor

16. What traits may help or hinder the student's advancement?

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

17. Would you recommend this student to pursue a career related to this experience? If so, what additional recommendations would you make to better prepare the student for such a career?

_______________________________________________________________________________
_______________________________________________________________________________

18. What special problems, if any, affected this student's performance of objectives (such as inappropriate timing of the experience, deficiencies in academic training, etc.)?

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

19. Has this evaluation been discussed with the student? _____ Yes     _____ No

20. Comments:

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

_______________________________________________________________________________

_______________________________________________________________
Site Supervisor's Signature, Title

___________________________________________________
Date