



# College of Education & Human Development

DEPARTMENT OF HUMAN DEVELOPMENT  
& FAMILY SCIENCES



## Senior Internship Handbook

Human Services Internship Program

Academic Year 2023 – 2024

# **THE HUMAN SERVICES SENIOR INTERNSHIP: Information for Student Interns and Agency Supervisors**

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## I. **HS INTERNSHIP OVERVIEW**

During the senior year, Human Service Students spend a full semester doing a ten-credit field experience in a community setting where they function as much like entry level staff members as possible. The internship component of the HS program is designed to provide students with a hands-on, pre-professional realistic experience in a community-based agency. This experience gives them an opportunity to apply and evaluate the knowledge and skills learned in the classroom as well as develop an understanding of the human services delivery system and its relevance to local, state, and national social welfare policy. Students become more aware of the skills required to be an effective and successful human services professional and are able to determine their appropriateness for the profession.

Every effort is made to place the Student Intern in an agency which serves clients who are coping with life experiences that fall within the Student's area of interest.

## II. **INTERNSHIP COURSE INFORMATION**

### A. Pre-Placement Requirements

1. Complete all clearances per the [Office of Clinical Studies](#) during designated time periods prior to the scheduled internship.
2. The costs for any clearances (including drug screenings, if required by the placement site) are at the student's expense.
3. Complete a request for registration form for HDFS449/HDFS465

### B. Registration:

1. Human Services/Pre-social work/counseling concentration interns will be registered for both HDFS 449 (10 credit internship) and HDFS 465 (2 credit seminar) concurrently once they have successfully completed all pre-placement requirements.

### C. Course requirements:

1. *Internship*: Students are required to work an average of 30 hours per week (or a minimum total of 350 over the semester) in a previously approved placement site. The Agency Supervisor and the Student Intern agree upon the exact schedule.
2. *Seminar*: Students are required to attend a weekly seminar (HDFS465).

### **III. RESPONSIBILITIES**

#### **A. INTERN: The Student Intern will**

1. Prepare and submit a résumé to Agency Supervisor as requested.
2. Provide their own transportation to and from the workplace
3. Follow a work schedule similar to other full-time employees.
4. Perform the duties and responsibilities specified by the Agency Supervisor in a professional manner.
5. Be appropriately dressed.
6. Support the Agency's philosophy, methods, leadership, and programs.
7. Consult with Agency Supervisor when problems or questions arise.
8. Complete required forms and course requirements in a timely manner.

#### **B. AGENCY SUPERVISOR: The Agency Supervisor will**

1. Interview and select a student intern
2. Be in regular contact with the clinical internship coordinator/human services program coordinator
3. Assign a qualified staff member to serve as Supervisor and point of contact.
4. Interpret the internship program to the agency's staff and help the Intern gain acceptance as a staff member.
5. Orient, introduce, and identify the Student Intern as a staff member in order to encourage courtesy, consideration, and respect from colleagues and clients.
6. Provide the Student with information and materials about the agency relative to the organization and its administration, facilities, equipment, programs, long-range planning, personnel policies, etc.
7. Provide appropriate opportunities for the Student that contributes to their growth according to their ability and progress.
8. Support and guide Student during the experience.
9. Evaluate Student progress, using the following evaluation tools which helps to determine the Student's final internship grade:
  - a. Review/confirm Student's time reports
  - b. Complete mid-term & final evaluation forms provided by the University
  - c. Discuss progress with Student
10. Report any problems and concerns to Student (when appropriate) and/or to the clinical internship coordinator/human services program coordinator before any definitive action is taken.
11. Avoid subjecting Student to hazards in the workplace.
12. Be available for consultation with the Student, clinical internship coordinator/human services program coordinator as needed.
13. Reimburse the Intern for any placement-related expenses beyond their transportation to and from the site's home base.

#### **IV. EVALUATION OF THE HUMAN SERVICE INTERNSHIP**

Evaluation is a crucial component of field experience learning. Because significant variability exists in field experience situations, it is essential that the Internship Coordinator and the Agency Supervisor have a common understanding concerning evaluation.

Therefore:

- A. The course syllabus delineates the nature of the evaluation criteria for the internship and seminar.
- B. A regular reporting system as reflected in the course syllabus is provided to the Intern prior to beginning the Internship.
- C. The Internship Coordinator/Clinical Coordinator will provide the Agency Supervisor with the instruments for evaluating the internship. Supervisors are required to review Intern's time reports and complete a general assessment of their progress as "Major Improvement Needed," "Some Improvement Needed," "Meets Expectations," "Often Exceeds Expectations," or "Consistently Exceeds Expectations."
- D. If such action is deemed necessary, the Internship Coordinator/Clinical Coordinator will periodically contact the Agency Supervisor concerning the Intern's progress.
- E. Input from the time reports, mid-term and final evaluations will be used to determine up to 50% of the Intern's final internship grade. ([See Forms](#))
- F. 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.

#### **V. PROCEDURE FOR RESOLUTION OF FIELD PLACEMENT ISSUES**

##### **A. Context**

The Internship can be a rewarding experience, but there may be times when a placement is incompatible with Student needs and/or expectations. On the other hand, the Agency Supervisor may have some concerns about the Student Intern's conduct or level of performance. Although such occasions have been infrequent, alternative placement may be appropriate in order to permit the student intern to complete the requirements of the Internship program in a timely manner.

##### **B. Procedure**

1. The Intern and Agency Supervisor should first attempt to resolve the problem, following agency protocol, as appropriate. If this is not successful, each is to inform the other of her/his intention to seek additional help from the Human Service Internship Coordinator or Clinical Coordinator.
2. If the Agency Supervisor finds the Intern's conduct or work performance less than desirable, the concerns should be discussed with the Intern. If such difficulties are serious enough to warrant termination of the placement, the Agency Supervisor should contact the Human Service Program Coordinator or Clinical Internship coordinator and provide written documentation to support the action.
3. The Clinical internship Coordinator will consult with the Human Services Program Coordinator to examine the evidence to determine whether an alternative placement is appropriate and will confirm the final outcome in writing.
4. With sufficient cause and evidence, the Human Services Program Coordinator has the right to remove a student if they are unable to function within the agency structure.

5. In the event of behavior deemed particularly egregious, the student intern MAY face removal from the internship program, based on recommendations of the site supervisor, the Human Services program coordinator and/or the University of Delaware [Student Code of Conduct](#).

## VI. 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 the Risk Management Office (<http://sites.udel.edu/vpfinance/departments/risk-management/>), 220 Hulliher Hall, 302-831-2107.
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://sites.udel.edu/generalcounsel/policies/workers-compensation/>
3. Any questions or concerns regarding Worker's Compensation should be forwarded to the Labor Relations Office, 413 Academy Street, 302-831-2171.

### B. Field Placement Hours

1. With the possibility of some exceptions, Students will follow the same hours as those kept by the agency.
2. Regular schedules are worked out and agreed upon between the Student and Agency Supervisor.

### C. Holidays

1. Students are entitled to observe their own religious holidays but must notify the Agency Supervisor in writing in advance and make appropriate arrangements for missed time.
2. Interns in the field have the option to observe agency holidays as long as they remain mindful of the 350-hour minimum requirement.
3. Students observe University holidays/breaks that occur during the semester (i.e., Election Day; Thanksgiving break; Spring break) and other instances when UD classes are cancelled.

D. Absences/Late Arrivals

1. Students are expected to be in the field on a regular schedule and are expected to notify the Agency Supervisor promptly in case of late arrival or absence.
2. Subsequently, an appropriate plan must be negotiated with the Agency Supervisor for making up the work.
3. In the event of a prolonged absence, the Agency Supervisor should notify the clinical internship coordinator/human services program coordinator as soon as possible.

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. However, 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 while carrying out agency services.
  - a. Students must follow agency procedures for documenting and requesting any reimbursement.
  - b. If this policy represents a problem, the Agency Supervisor should discuss it with the Clinical Coordinator or Human Services Internship Coordinator as soon as possible in order to determine alternate options (e.g., alternate placement; revision in responsibilities/expectations).

**VII. CONTACT INFORMATION**

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