



CONTRA COSTA COUNTY
COMMUNITY SERVICES
BUREAU

Student Intern Program

Manual



**Contra Costa County
Employment & Human Services Department
Community Services Bureau**



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PROGRAM OVERVIEW

The Contra Costa County Community Services Bureau Student Intern Program is funded by the Community Services Block Grant (CSBG) and was created to provide income-eligible Contra Costa County residents with employment, training, and mentorship services within the field of administrative support services and clerical support or classroom support. This program will assist participants with establishing career advancement objectives and goals that will lead to future employment opportunities. Participants will build on their “soft skills” such as effective listening and communication, working in a team environment, and work etiquette; as well as, their “hard skills”, or occupational requirements and activities of the job. The activities and work experience provided to participants are designed to:

- Provide meaningful work experience in clerical and administrative services support in an office setting and classroom support services through on-the-job training.
- Provide guidance and mentorship to encourage effective work habits and skills that will lead to future employment opportunities.
- Support the professional growth and development of participants by offering specialized training on current office practices and procedures or assistance in administering an educational program designed to promote the social, emotional, cognitive, creative and linguistic development of young children.



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PROGRAM COMPONENTS AND REQUIREMENTS

1. Work Experience in a Clerical or Classroom Setting:

- Student Interns are expected to report to work punctually as scheduled by their Mentor/Supervisor.
- Requests to be absent from work must be submitted in advance to the assigned mentor/supervisor either through Ecotime or email. For unexpected absences, Student Interns must contact their Mentor/Supervisor as soon as they know they will be absent, as well as each day that they are out.
- Student Interns are expected to work their set schedule of no more than 20 hours per week as arranged with their Mentor/Supervisor. If more hours are desired, prior approval from the CSBG Program Manager is required. Maximum hours of work is dependent on available funding.
- In accordance with the County Admin Bulletin 413, Student Workers (Student Interns) accrue 24 hrs. of paid sick time annually. Student Interns are not able to use their sick leave until the 91st day of employment.
- Student Interns will be compensated on an hourly basis for hours worked, as well as for hours of attendance at the scheduled required trainings.
- Student Interns assigned to a CSB administrative office will provide clerical support to administrative staff and managers and Student Interns assigned to a CSB childcare center will provide either clerical support or classroom support to site supervisor and staff.
- Student Interns will be responsible for completing all assignments thoroughly and professionally.
- Overtime is not permitted.
- Student Interns are not permitted to use working hours to complete their Metrix online courses. Student Interns are encouraged to complete all Metrix courses at the computer labs available at local libraries, the America's Job Centers of California or after or before work hours at an available CSB computer with permission from supervisor.
- Student Interns are not permitted to use working hours to complete school assignments/homework or any other tasks not related to the on-the-job-training program.



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2. Guidance and Direction by a Mentor/Supervisor:

- Student Interns will receive direct supervision and mentorship by a Site Supervisor, program manager and/or support staff, as designated by their Mentor/Supervisor.
- Student Interns will meet regularly, or as needed, with their Mentor/Supervisor to ensure that the Intern is receiving and gaining useful experience and applying appropriate practices.
- Student Interns will complete a self-evaluation every six months and meet with their Mentor/Supervisor to review both the self-evaluation and their performance evaluation completed by the Mentor/Supervisor.

3. Specialized Student Interns Trainings

- Participants are required to attend and actively participate in all mandatory trainings offered by CSB.
- Student Interns will be compensated for their time in attendance at their regular hourly rate. Training participation hours will be included in the 20-hour work week.

Failure to cooperate and participate in all program components and comply with all program requirements may result in the termination of your employment and separation from the Student Intern Program. Grounds for such actions may include, but not be limited to:

- Excessive tardiness or absenteeism or a pattern of absenteeism and/or tardiness.
- Refusal to complete tasks and assignments as requested by the mentor supervisor.
- Refusal to work cooperatively with mentor supervisor or other staff, and/or inappropriate behavior or unprofessionalism with staff or clients.
- Falsification of timesheets or other official records
- Insubordination



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- Inability and/or unwillingness to perform assigned duties; unsatisfactory performance evaluation.
- Failure to comply with fingerprint regulations, or if a criminal record conviction occurs while employed and a waiver is not granted by the Department of Social Services.

Student Interns may continue in the program for up to a maximum of one year depending on available funding, satisfactory job performance, and satisfactory completion of training course.

STUDENT INTERNS ROLES & RESPONSIBILITIES

1. Under the direction of a Mentor/Supervisor, provides clerical and administrative support services to the Community Services Bureau through the duration of the Student Intern Program.
2. Works cooperatively with other staff members, helps promote a positive work environment, and contributes to the overall function of the unit they support.
3. Successfully complete the required Metrix online course as directed by the Student Intern Program coordinator.
4. Follows County, departmental, and CSB standards of conduct, policies and procedures and seeks guidance when uncertain of the appropriate practices.
5. Understands confidentiality policies and ensures that confidentiality is maintained at all times.
6. Accepts supervision and guidance from their Mentor/Supervisor, and other CSB staff.
7. Continually seeks feedback and evaluation of performance from their Mentor/Supervisor and other staff to identify needs for professional growth.
8. Demonstrates responsibility in their performance and completes assignments thoroughly and professionally.
9. Demonstrates reliability by reporting to work and returning from break(s) on time, and notifying their supervisor mentor, or designee, of absences in a timely manner.
10. Immediately reports any areas of concern to their Supervisor/Mentor, or designee.
11. Understands their role as a mandated reporter.



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MENTOR/SUPERVISOR ROLES & RESPONSIBILITIES

1. Provides an initial orientation to the Student Intern that includes but is not limited to an overview of the facility, unit operations, and work assignments.
2. Acts as a mentor, providing guidance and support to the Student Intern as needed, and assists with establishing the Intern's professional goals and objectives.
3. Models professionalism and best practices as outlined in County, departmental, and CSB policies and procedures.
4. Provides clear directions and expectations and assist the Student Intern with prioritization when needed.
5. Provides constructive written and/or verbal feedback to the Student Intern that is supportive to their professional growth and development.
6. Evaluates Student Intern performance and identifying strengths and areas that need improvement.
7. Completes a progress evaluation form for the Student Intern every six months and send to the program coordinator to file in the Student Intern personnel records.
8. Meets with the Student Intern(s) regularly to review and discuss progress and professional development activities.



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RESOLVING WORKSITE AND PROGRAM CONCERNS

Participants are encouraged to work collaboratively with their Mentor/Supervisor and other unit staff. The CSB Student Intern Program support coordinator should be notified immediately if there is an unresolved problem such as the Student Intern work performance, absenteeism, or relationships with co-workers. If unsatisfactory progress has been made to correct the problem, the program coordinator administrator/manager will act as the mediator to help resolve the situation before further action is taken.

The County requires that all employees comply with all applicable federal, state, and local employment laws.



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WORKPLACE ETIQUETTE AND SAFETY

- Answer incoming calls in a welcoming tone and provide callers with as much help as you are able to provide; ask of assistance if you don't know how to proceed.
- Do not keep someone on hold for too long. It is acceptable to let them know that you are uncertain and may ask if you can call them back or transfer them to the appropriate person.
- Politely greet walk-ins, whether clients or other employees.
- Keep your work area(s) neat and clean at all times. Ensure that food items (if allowed) are properly stored and the work area is free of debris.
- After using office equipment, be sure to leave it as it was before your use. Replace paper when needed for copiers, printers, and faxes.
- Return on time from your breaks and lunch.
- Be conscious at all times when working with highly confidential information that cannot be left out for others to see. Be sure to put away any confidential information before leaving your work area and locking your computer when you step away.
- Send out emails that contain only work related information. (Refer to the Email and Internet Policy if in doubt)
- Ensure that all projects, documents, and correspondence do not have any grammatical or typing errors and are neat.
- Aisles, exits, electrical panels, and the fire extinguishers must be kept clear of barriers at all times.
- Use proper lifting techniques when carrying or lifting heavy items.
- Report all accidents and/or injuries to your Mentor/Supervisor immediately after the incident.
- Report any unsafe condition or potentially unsafe condition to your Mentor/Supervisor.



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RESOURCES FOR SUCCESS

These are the set of skills commonly known in the world of work that make an ordinary employee, a valued employee. These skills fall under four main categories:

- *Communication Skills* – asking questions, maintaining good communication, receiving constructive criticism, speaking, listening, and observing
- *Decision-Making Skills* – simple problem-solving and learning when to involve others in decision-making
- *Interpersonal Skills* – cooperation, conflict resolution, attitude, work ethic, and self-management
- *Learning/Technical Skills* – willingness to learn and an application of effort, and understanding the skills needed to excel as an employee

The program provides additional resources for all participants.

- Speak to your supervisor for any resources to assist you such as child care, food resources, housing resources, and health coverage.