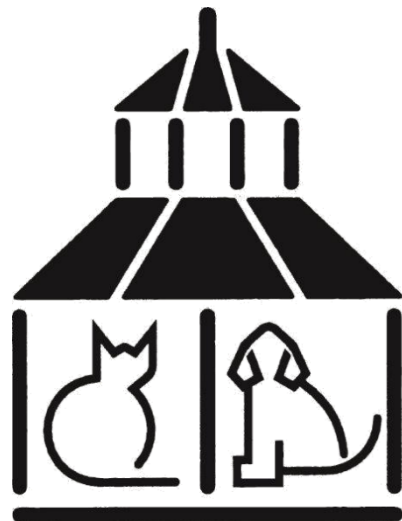


# Hill Country SPCA Student Internship Workbook



*Hill Country*  
SPCA

Hill Country SPCA  
2981 S. Hwy 16  
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(830)990-9085  
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# Internship Overview

An internship is an experience in which a high school student learns by taking on a responsible role as a worker in a company or organization and then reflects on what happened while in the workplace. The Hill Country SPCA offers 4-8 Internships each summer, to those between the ages of 14-18 years old. Interns must complete at least 105 hours, 25 of which is to be completed during our youth programming.

## Internship Requirements:

### Pre-Internship

- ✓ Complete internship application
- ✓ Complete Code of Conduct
- ✓ Complete Internship Agreement
- ✓ Interview with HCSPCA Shelter Manager and/or Animal Care Coordinator
- ✓ (Transportation, scheduling, expectations)

### During the Internship

- ✓ Complete workplace orientation
- ✓ Complete learning objectives
- ✓ Track and complete a minimum of 105 hours
  - 25 Youth Program Hours
  - Shifts should be at least twice a week, for 5 hours.
- ✓ Complete at least 4 Self-Evaluations
- ✓ Complete weekly journal entries.
- ✓ Maintain communication with your Internship Supervisor

### Post-Internship

- ✓ Complete electronic summary of experience
- ✓ Complete program self-evaluation
- ✓ Complete internship supervisor's evaluation
- ✓ Internship Supervisor will provide you with;
  - Letter of Recommendation
  - Summary of internship Hours
  - Performance Evaluation

**Internship Scheduling:** In 2019 Internships will be held from June 3<sup>rd</sup> – August 2<sup>nd</sup>. Interns are expected to work one full week of Critter Camp, Mon-Fri from 8am-1pm, this will account for the 25 hours of Youth Programming. Interns are required to work a weekly minimum of 10 hours, preferably broken up into, two 5 hour shifts, so that you can get the most out of this program. We understand family vacations, doctors' appointments, and emergencies happen. If an intern is unable to complete their required weekly hours, they will be asked to make these hours up. However, your Internship Supervisor should be notified of schedule changes as far in advance as possible so arrangements can be made.

**Internship Orientation 2019 :** Monday June 3<sup>rd</sup> from 11am - 1pm - Mandatory

## PREREQUISITES FOR AN INTERNSHIP

1. Submission of an acceptable résumé/application
2. Availability for a minimum of 105 hours
  - i. Availability to complete 10 hours per week.
3. Availability for one of the following full week camps; Mon-Fri 8am-1pm
  - i. June 17th-21st
  - ii. July 8th- 12th
4. Proper business attire and careful grooming for all interviews/events.
5. On time for internship interview, meetings, etc.
6. Attendance at the pre-internship orientation.
  - i. Monday June 3rd from 11am - 1pm
7. Excellent attendance and punctuality – no more than five absences/reschedules.
8. Access to reliable transportation to and from assigned shifts.

**I have read the above and understand that these criteria must be met before I will be eligible for an internship through Hill Country SPCA. I understand that ultimately it is my responsibility to secure the internship.**

*Student Name (printed)* \_\_\_\_\_

*Signature* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Witnessed by (Parent Signature)* \_\_\_\_\_ *Date:* \_\_\_\_\_

# Traits of a Successful Worker

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## Responsible

- Work hard for excellence, even if a task is unpleasant.
- Pay attention to detail.
- Work toward high standards of attendance, punctuality, and attitude.

## Confident

- Believe in your own self-worth, skills, and abilities.
- Be aware of how your emotions, behavior, and attitude can affect others.
- Take responsibility for your actions.

## Sociable

- Be friendly, sensitive, and polite to others.
- Be interested in what other say to you.
- Be flexible so you can interact with people from different backgrounds.

## Self-Managing

- Know your own abilities, skills, and knowledge.
- Set realistic personal goals and be self-motivated to achieve them.
- Use others' criticism and feedback to improve yourself.

## Honest/Ethical

- Know your community's and organization's code of ethics.
- Know how behavior that violates these codes hurts individuals and the organization.
- Be committed to ethical behavior in the workplace.

# What does the HCSPCA Expect of Me as an Intern?

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## HCSPCA expect me to:

- Treat all animals with the utmost care and concern
- Come to work on time, notify employer when you cannot make it to work (i.e., illness, car trouble)
- Make smart decisions.
- Follow directions.
- Concentrate on my work and care about the quality of my work.
- Read, write, and calculate well.
- Recognize problems and find solutions, research independently and ask for assistance.
- Finish a job when I'm supposed to without sacrificing quality.
- Be honest and dependable.
- Take the lead and work hard.
- Communicate well and get along with other people, especially customers.
- Dress properly and practice good grooming.
- Be cooperative.
- Have a positive attitude.
- Treat internal company information as confidential unless directed otherwise
- Always keep the best interest of the business in mind.

## Skills for Success in the 21<sup>st</sup> Century:

### *What skills are employers looking for?*

#### **1. THE ABILITY TO LEARN**

With technology changing so rapidly, more than ever, employers are searching for employees who can acquire, process, and apply new information.

#### **2. THE BASICS: STRONG READING, WRITING, AND MATH SKILLS**

Companies are increasingly demanding that their new employees have these basic skills.

#### **3. GOOD COMMUNICATION SKILLS – ESPECIALLY LISTENING AND SPEAKING SKILLS**

Good communication skills are the single most important factor in workplace success after having an understanding of one's job.

#### **4. GOOD INTERPERSONAL COMMUNICATION SKILLS – ESPECIALLY GOOD ATTITUDE**

A good attitude about one's job and motivation to take initiative on important issues and ideas are key to being successful in any job.

#### **5. CREATIVE THINKING AND PROBLEM-SOLVING SKILLS**

People who can recognize and define problems, come up with new approaches and solutions and put them into action help a company stay competitive. This is a very important skill employers are looking for in this tight economy.

## Hill Country SPCA Career Internship Program

### STUDENT INTERN CODE OF CONDUCT

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- I will treat all animals with the utmost care and concern.
- I will be punctual and conscientious in the fulfillment of my commitment and duties.
- I will accept supervision graciously.
- I will conduct myself in a dignified, courteous, and considerate manner.
- I will take any problems, criticisms, or suggestions to my supervisor.
- I will follow all company policies and procedures (dress code, safety, training, etc.).
- I will always knock on closed doors.
- I will not chew gum or eat food while working, unless on break.
- I will always notify my supervisor if I am not able to report for work.
- I will work only when and where assigned.
- I will refrain from loud talking and inappropriate language.
- I will not use company phones or email for personal use.
- I will not use my cell phone for personal use while on the job, including texting.
- I will not surf the Internet, use personal email, or play games while on the job.
- I will keep company information confidential unless directed otherwise.

*Interns follow the same code of conduct as other members of the team. I further understand that all business information is confidential and any dissemination of this information could lead to legal prosecution. Always remember that you are representing HCSPCA to the public.*

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Intern signature

Date

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Intern name - printed

## **GUIDELINES FOR INTERVIEWS**

1. Interns will be asked to come to one pre-internship interview.
2. Interns will be interviewed the same as potential employees
3. The HCSPCA Internship program is limited in how many interns it can accommodate, for this reason it is important to present yourself in a fair and respectable manner.

### **Potential Interview Questions**

1. Tell me something about yourself.
2. What do you know about the HCSPCA?
3. What is your experience with animals?
4. What do you think are your personal and academic strengths in school? Other areas?
5. Weaknesses in school? Other areas? (Explain how you are working to improve)
6. What would you consider to be the highlight(s) of your life thus far?
7. What hours are you available for the internship?
8. Why are you interested in this position?
9. If you were working in an organization and a client came to you expressing unhappiness with a service she/he received, how would you handle the situation?
10. If your internship supervisor asked you to make copies, file, or fax letters to a client, would you have any problem performing these tasks?
11. If you are scheduled to start work at 9:00 am and you arrive at 9:03 am, are you late?
12. What would you do if you find that after two weeks your internship is not what you had expected and you are very unhappy?

**HCSPCA**

**INTERNSHIP SUPERVISOR: GUIDELINES FOR BEGINNING INTERNSHIP**

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*The student intern should complete the Interns Goals prior to meeting with the supervisor and/or coordinator. Goals should be brought with the Intern to the Internship Orientation, or emailed to the Internship Coordinator in advance.*

You should begin the internship by discussing with your internship supervisor your goals for your internship and from there your learning Objectives will be defined.

Efforts will be made to match the student’s learning objectives with the internship scheduling.

Intern \_\_\_\_\_ School Year \_\_\_\_\_

Intern’s Learning Objectives:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

Intern’s Goals:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We have discussed the intern’s three Learning Objectives and the intern’s goals with those objectives considered.

Internship Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Intern \_\_\_\_\_ Date \_\_\_\_\_



**HCSPCA – Student Internship  
INTERNSHIP AGREEMENT**

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Intern Name: \_\_\_\_\_

Organization: Hill Country SPCA

Supervisor Name & Title: \_\_\_\_\_

Supervisor Email: \_\_\_\_\_

Organization Address, City, Zip: 2981 S. Hwy 16, Frederocksburg, Tx 78624

Organization phone #: (830)990-9085

FAX #: (830)990-9080

Internship start date: 6/3/19

Internship end date: 8/2/19

Number of weeks: 8

Hours per week 10

Youth/Critter Camp Week: Jun. 17-21st or July 8th- 12th

Hours for Youth/Critter Camp Week: 25

Total number of weeks: 9

Total number of hours: 105

**The Student Intern agrees to:**

1. Undertake activities that provide a comprehensive view of the organization and that focuses on the roles, responsibilities, and functions of the organization sponsor.
2. Communicate desired learning objectives to the Internship Supervisor.
3. Consult with the Internship Supervisor bi-weekly or as assigned, and complete Self-Evaluations.
4. Complete Weekly Journal entries regarding internship progress.
5. Be regular in attendance and on time and notify the Internship Coordinator and Internship Supervisor should accident or illness occur.
6. Conform to the regulations of the organization (dress, conduct, etc.)
7. Understand that dropping the internship will result in a withdrawal/failure to complete the internship.
8. Understand that terminating the internship will result in no program benefits.
9. Abide by any regulations, practices, and procedures of the Hill Country SPCA.

**The Internship Coordinator agrees to:**

1. Review the student interns learning objectives and internship goals.
2. Monitor the student performance during the internship.
3. Maintain contact with the internship supervisor.
4. Conduct a mid-Internship Progress assessment, and review all self-evaluations.

**The Parents/Guardian agrees to:**

1. Provide transportation for the student to and from the internship location(s).
2. Encourage the student to complete all requirements of the internship program.
3. Report any concerns regarding internship to the Internship Coordinator.

**The Internship Supervisor agrees to:**

1. Provide a challenging learning situation for the student intern.
  2. Assist the student intern with project ideas.
  3. Mentor the student intern and evaluate all work products.
  4. Confer with student intern to provide feedback on strengths and areas to be improved.
  5. Verify student's hours.
  6. Notify the Internship Coordinator if the student intern is not attending the internship promptly and regularly.
- 

\_\_\_\_\_  
Student Intern Signature                      date

\_\_\_\_\_  
Internship Coordinator Signature                      date

\_\_\_\_\_  
Parent/Guardian Signature                      date

\_\_\_\_\_  
Internship Supervisor Signature                      date

## HCSPCA –Student Internship Internship Time Sheet & Scheduling Software

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The Hill Country SPCA uses the volunteer software TimeCounts to track and schedule Interns. Interns are expected to complete a minimum of 10 hours per week, preferably broken down into two 5-hour shifts. Interns should work with their supervisor to sign up for shifts at least one week in advance, and shifts are assigned on a first come first serve basis, only one intern may work with their supervisor at a time, so signing up in advance is recommended.

Interns are expected to sign up for their shifts, and show up for shifts they sign up for. If something comes up and you are unable to make it to your shift, you need to notify your Internship Supervisor as soon as possible.

Interns are required to track their internship hours by date/time. A hours log will be provided for the intern and should be filled out at the beginning/end of each shift. Any hours not tracked will be forfeit and not count towards program total. It is the interns responsibility to make sure their hours are being filled out.

By signing below, I understand and agree to the above requirements.

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Student Internship Signature

Date

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Internship Supervisor Signature

Date

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Internship Coordinator Signature

Date

Shelter Use Only	<input type="checkbox"/> Intern Verified in TimeCounts	<input type="checkbox"/> Intern Instructed on TimeCounts
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**Hill Country SPCA**  
**STUDENT INTERNSHIP BI-WEEKLY EVALUATION**

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The following questions are designed to help you summarize the internship experience. Please answer these questions honestly, only the program coordinator will review them.

1. Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

2. Who is your Internship Supervisor?  
\_\_\_\_\_

3. What occupation specific skills did you observe/practice/learn?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is your overall experience so far?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What skills have you not yet worked on that you are looking forward to?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you having any difficulties, or areas you would like more assistance with?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you enjoying your internship? If Yes/No, Why?  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any recommendations for the HCSCPA, your Supervisor, or the Internship program?  
\_\_\_\_\_  
\_\_\_\_\_

**Instructions:** Please describe your particular experience by circling the appropriate number from 1 to 5.

	<u>Practically Never</u>	<u>Sometimes</u>	<u>Very Often</u>		
1. Had adult responsibilities	1	2	3	4	5
2. Had challenging tasks	1	2	3	4	5
3. Made important decisions	1	2	3	4	5
4. Offered input that was accepted	1	2	3	4	5
5. Did interesting tasks	1	2	3	4	5
6. Performed tasks instead of observing	1	2	3	4	5
7. Received training to do tasks	1	2	3	4	5
8. Received clear instructions	1	2	3	4	5
9. Had freedom to develop and use my own ideas	1	2	3	4	5
10. Worked with adults who took a personal interest in me	1	2	3	4	5
11. Had freedom to explore my own interests	1	2	3	4	5
12. Had a variety of tasks to do	1	2	3	4	5
13. Received help when needed	1	2	3	4	5
14. Was appreciated when I did a good job	1	2	3	4	5
15. Received feedback about my performance	1	2	3	4	5
16. Felt I made a contribution	1	2	3	4	5
17. Applied things I learned in school to my internship	1	2	3	4	5
18. Achieved one of my original goals for this internship	1	2	3	4	5

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Student Intern Date

## ORGANIZATION SUPERVISOR INTERN EVALUATION - BiWeekly

Intern's name: \_\_\_\_\_

Number of hours worked: \_\_\_\_\_ Time period: \_\_\_\_\_

Supervisor Name & Title: \_\_\_\_\_

Brief description of intern's experiences: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Ability to Learn

1.	Observes and/or pays attention to others	1	2	3	4	5	N/A
2.	Ask pertinent and purposeful questions.	1	2	3	4	5	N/A
3.	Seeks out and utilizes appropriate resources.	1	2	3	4	5	N/A
4.	Accepts responsibility for mistakes and learns from experiences.	1	2	3	4	5	N/A
5.	Open to new experiences; takes appropriate risks.	1	2	3	4	5	N/A
6.	Seeks new responsibilities, tasks or skills.	1	2	3	4	5	N/A

### Communication Skills

1.	Reads, comprehends and follows written materials.	1	2	3	4	5	N/A
2.	Communicates ideas and concepts clearly.	1	2	3	4	5	N/A
3.	Listens to others in an active and attentive manner	1	2	3	4	5	N/A
4.	Comprehends and follows verbal instructions.	1	2	3	4	5	N/A
5.	Effectively participates in group settings.	1	2	3	4	5	N/A
6.	Demonstrates effective verbal communication skills.	1	2	3	4	5	N/A

### Problem Solving Skills

1.	Breaks down complex tasks into manageable pieces.	1	2	3	4	5	N/A
2.	Brainstorms/develops options and ideas.	1	2	3	4	5	N/A
3.	Respects input and ideas from other sources and people.	1	2	3	4	5	N/A

### Interpersonal and Teamwork Skills

1.	Relates to co-workers/team members effectively.	1	2	3	4	5	N/A
2.	Manages and resolves conflicts in an effective manner.	1	2	3	4	5	N/A
3.	Supports and contributes to a team atmosphere.	1	2	3	4	5	N/A
4.	Controls emotions in a manner appropriate for work.	1	2	3	4	5	N/A
5.	Demonstrates assertive but appropriate behavior.	1	2	3	4	5	N/A

### Youth Leadership Skills

1.	The ability to participate actively as a team leader.	1	2	3	4	5	N/A
2.	Coordinates and leads activities.	1	2	3	4	5	N/A
3.	Keeps group under control and lesson focused.	1	2	3	4	5	N/A
4.	Communicates effectively with youth campers.	1	2	3	4	5	N/A

Professional Development Skills

1.	Seeks to understand personal strengths and weaknesses.	1	2	3	4	5	N/A
2.	Exhibits self-motivated approach to work.	1	2	3	4	5	N/A
3.	Demonstrates ability to set appropriate priorities/goals.	1	2	3	4	5	N/A
4.	Exhibits professional behavior and attitude.	1	2	3	4	5	N/A
5.	Manages personal expectations consistent with work role.	1	2	3	4	5	N/A
6.	Seeks to understand and support the organizations mission/goals.	1	2	3	4	5	N/A
7.	Fits in with the norms and expectations of the organization.	1	2	3	4	5	N/A
8.	Works within appropriate authority and decision making channels.	1	2	3	4	5	N/A
9.	Demonstrates a sense of responsibility and confidentiality.	1	2	3	4	5	N/A
10.	Interacts effectively and appropriately with supervisor.	1	2	3	4	5	N/A
11.	Reports to work as scheduled, Prompt and on time.	1	2	3	4	5	N/A
12.	Exhibits a positive and constructive attitude.	1	2	3	4	5	N/A
13.	Behaves in an ethical and professional manner.	1	2	3	4	5	N/A

Please evaluate overall performance:

Circle one:    10    9        8    7    6    5    4    3    2    1  
                   Excellent    Above Average                    Average                    Below Average

What are the student’s major professional assets and strengths?

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What are the student’s major professional development needs?

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Did the student have adequate organizational/management skills? If not, please elaborate.

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Comments: \_\_\_\_\_

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\_\_\_\_\_  
 Supervisor’s Signature

\_\_\_\_\_  
 Date