

Mendocino College Human Service Worker Internship Pre-internship Instructions: Getting Started

The following information is for students in the Human Services Program who are required to complete an internship as part of the Human Service Worker certificate and/or Human Services Paraprofessional degree program.

Mendocino College's Human Services Internship provides students with an opportunity to apply knowledge and skills learned in academic classes to real-world human service settings at approved internship sites.

The HUS internship involves **2 courses: a seminar class (HUS 103) and a practicum class (HUS 197a)**. You must enroll in both of these courses. Check [WebAdvisor](#) for course section numbers.

HUS 103 is a 1.5 unit seminar course held on campus; **HUS 197a** is an “occupational work experience” course (practicum) where student learning occurs on-the-job at a human service agency. HUS 103 meets in a classroom on campus, and is intended to provide students with support and guidance as they complete their practicum experience. HUS 197a is a variable-unit course (you need to enroll in a minimum of 2 units). Each unit of HUS 197a requires 60 hours of documented work time over the course of the semester, or 120 hours over the course of the semester for 2 units (about 8 hours per week, if you are unpaid). Paid employees must complete 75 hours per unit (about 10 hours per week).

Students must secure an internship before the beginning of the semester!

Students must contact an [approved practicum site](#) and arrange to be interviewed by the field site supervisor before the end of this semester. Plan to bring a résumé and cover letter describing your interest in interning with that particular employer. You should also provide the employer with a copy of the [Internship Employer Evaluation of Intern](#) document, outlining the specific learning objectives associated with the internship. Not all students will be accepted at all sites, so you should plan on interviewing at more than one site. It is important that you establish the site for the practicum as soon as possible and before the internship class begins.

Once you have been accepted at an internship site, you must complete the documents listed below. These must be completed online and printed for signatures, in preparation for turning in to your internship instructor on the first day of the HUS 103 class. **Do not handwrite these.** The document titles, below, are hyperlinked to the fillable documents on the web. They can also be found by going to <http://www.mendocino.edu/human-service-worker>; click on “Internship Information”.

ALL FORMS MUST BE **WORD-PROCESSED** AND SIGNED BY BOTH THE STUDENT AND THE PRACTICUM SUPERVISOR AND SUBMITTED TO THE HUS 103 INSTRUCTOR BY THE SECOND WEEK OF THE SEMESTER.

1. [Contact Information Form](#)
2. [Learning Objective Agreement](#)
3. [Job Description](#)

Questions? Contact Dan Jenkins at djenkins@mendocino.edu; visit the website: www.mendocino.edu/HUS.

HUMAN SERVICE WORKER PROGRAM OVERVIEW

Mendocino College's Human Service Worker (HUS-W) Internship provides students with an opportunity to apply knowledge and skills learned in academic classes to real-world human service settings at approved internship sites.

Students who successfully complete the Human Service Worker program will be able to:

1. Demonstrate responsibility for their actions and work effectively as individuals and as members of a team.
2. Define the core competencies and qualities of an entry-level human service worker within the context of one's personal, social and cultural values
3. Describe and evaluate the legal and ethical considerations for the entry-level paraprofessional providing human services.
4. Use Motivational Interviewing skills to perform entry-level human service worker tasks in a professional, competent manner consistent with an agency's policies, standards of practice and code of ethics

Students must contact a desired practicum site and arrange to be interviewed by the field site supervisor by the end of the semester prior to the internship.

The HUS-W internship combines classroom education with supervised training at field placement (practicum) sites, **involving 2 courses: a seminar class (HUS 103) and a practicum class (HUS 197a)**. HUS 103 is a regular face-to-face on-campus class that meets weekly, for the purpose of supporting students, providing supplemental instruction, and sharing workplace information. HUS 197a is an "occupational work experience" course in which the learning occurs at the workplace.

Interns will receive guidance from the HUS 103 *seminar class instructor* and the HUS 197a *practicum instructor/coordinator* (these may be the same person) as well as supervision from the *work site supervisor*, which means that there will be obligations students need to meet for both the college and the practicum agency, as follows:

Student's commitment to the HUS 103 Seminar instructor:

- * Attend all classes prepared to discuss practicum experiences;
- * Engage in a full, active and pertinent dialogue with the instructor and other students;
- * Provide appropriate feedback to other students;
- * Participate in skills building/demonstration activities as directed by the instructor;
- * Complete all homework assignments (student will need to log on to an online Canvas classroom for this purpose);
- * Post to the weekly discussion board comments related to the practicum experience;

Student's commitment to HUS 197a Practicum Instructor/coordinator:

- * Consult the instructor *immediately* whenever questions or problems arise;
- * Complete and submit the following documents (found on the HUS 197a Canvas site) by the second week of the semester (all documents must be signed by both the student and the site supervisor):
 - o Contact Information Form;
 - o Internship Job Description
 - o Learning Objective Agreement
- * Submit monthly time sheets;
- * Complete a Self-Evaluation at the end of the semester

Student's commitment to field placement practicum (work site) supervisor:

- * Establish and maintain schedule of hours (a minimum of 8 hours weekly);
- * Become familiar with and follow agency policies and procedures;
- * Attend regular supervision meetings;
- * Communicate concerns and seek clarification whenever necessary;
- * Read all materials as directed by the supervisor;
- * Perform duties within one's scope of practice in a manner consistent with the agency's standards and in keeping with the highest level of professional ethics

HUS 103 Assignments: The Internship seminar class (HUS 103) is supported by an online course management system, called Canvas. You will be using this site to access resources, communicate with your instructor and fellow students between classes, post discussions, and upload homework assignments. The discussion posting is a guided discussion of your experience with practicum activities; full instructions on what you need to post will be provided in the Canvas site.

Field Supervisor's Evaluation of Intern form: This will be completed by the practicum (work site) supervisor. Study this document carefully, as it outlines the specific objectives students are expected to achieve as an intern. The HUS 197a instructor will review this evaluation form with the work site supervisor, and will collect the completed form when it is due. However, it is helpful if the intern reminds the work site supervisor to complete the evaluation before the end of the semester. A significant percentage of the HUS 197a grade is based on this evaluation.

FREQUENTLY ASKED QUESTIONS

Q. What if I want to do my internship at a site that is not on the "approved sites" list?

A. Submit the name, address and phone number of the site you are interested in to Dan Jenkins (djenkins@mendocino.edu), and the name and phone number of the person who would be the practicum (work site) supervisor. If the site meets the minimal requirements for an internship site; the site supervisor is willing to provide you with supervision; and the agency is willing to sign a Memorandum of Agreement with Mendocino College, then the site should be approved.

Q. What if the site supervisor doesn't have or can't make time to supervise me on a regular basis?

A. Supervision is a vital aspect of the practicum experience. It is through the feedback you receive from your supervisor and other experienced human service providers that you will learn most about yourself and your role as a human service worker. Ask your supervisor to schedule regular supervision meeting with you. If you don't get a response, write a memo to the supervisor requesting meetings, and keep a copy. If that doesn't get a response, contact your HUS 197a instructor and send him or her a copy of the memo. The instructor will then contact the supervisor and discuss the need for regular supervision meetings. If the site supervisor is unable to meet with you on a regular basis, then you may have to find an alternative practicum site.

Q. What do I do if I believe I'm being used as an "office assistance" and not getting enough opportunities to develop human service worker skills?

A. Communication is essential to a successful practicum. If you think you are not getting opportunities to practice human service skills, discuss this with your practicum supervisor.

Show your supervisor the “Student Evaluation Form” that identifies the skills you should be observing and practicing. If your supervisor raises concerns or identifies barriers to you working with clients (the supervisor feels you’re not ready; staff are too busy right now to provide supervision or mentoring, etc.) inform your HUS 197a instructor immediately so these barriers can be resolved.

Remember, the Internship instructor(s) are there to help you successfully complete the Internship. The Internship experience can be confusing and stressful, especially in the beginning, but will be rewarding and satisfying in the end. If you have any question, concerns or suggestion, be sure to consult with the instructor(s) as soon as possible.

Mendocino College
Human Services/Alcohol and Other Drug Studies Programs; 11-14-17

Approved HUS (HUS 197A) and AODS Program (AOD 197A) Internship Sites

<p>County of Mendocino Health and Human Services (including SUDT programs, Child Welfare, Adult Svcs) Pauline Rantala; 463-7742; rantalap@co.mendocino.ca.us</p>	<p>Lake County AODS – Lucerne Office 991-B Parallel Dr, Lakeport, CA 95453 Neil Miller: 274-9101; Neil.miller@lakecountycyca.gov</p>
<p>Ford St. Project/Residential Outpatient 139 Ford St, Ukiah, CA 95482 Clover Martin: 462-1934; clover@fordstreet.org</p>	<p>Long Valley Health Center 50 Branscomb Dr, Laytonville, 95454 Larann Henderson: lhenderson@longvalley.org 707.984.6131 ext. 103</p>
<p>Hilltop Recovery for Men and Intensive out Patient 3937 Foothill Drive, Lucerne Lori Runyon: 274-5610; hilltoprecovery@yahoo.com</p>	<p>Round Valley Indian Health Center/Yuki Trails Human Service Program: PO Box 247, Covelo, CA 95428 Otis Brotherton; 983-6648 x 205; Otis.Brotherton@rvihc.com</p>
<p>Hilltop Recovery Services 10155 Socrates Mine Road, Middletown, CA 95461 Lori Runyon: 274-5610; hilltoprecovery@yahoo.com</p>	

Approved HUS Program (HUS 197A) Internship Sites (in addition to those above)¹

<p>Big Valley Rancheria Band of Pomo Indians 2726 Mission Rancheria Rd, Lakeport, CA 65453 Nancy Hernandez: 263-3924; nhernandez@big-valley.net</p>	<p>Multiplicity Therapeutic Services (Bi-Lingual Female) 172 Washington Ave, Suite B Ukiah, CA 95482 Terri Mathews: 463-0400; terri@multiplicityinc.com</p>
<p>Community Care Management 201 S. State Street, Ukiah; Rachel Robison; 468-9347; rrobison@ccmc1.org</p>	<p>Pinoleville Native American Head Start 500 A Pinoleville Dr. Ukiah, CA 95482 Jennifer McGowan: 463-1454x132; jenniferm@pinoleville-nsn.us</p>
<p>First 5 Mendocino (Spanish-speaking only) 166 E Gobbi St, Ukiah, CA 95482 Carol Mordhorst; 462-4453; director@mendochildren.org</p>	<p>Pinoleville Vocational Rehabilitation 776 S State St, Ukiah, CA 95482 Trilby Kerrigan: 462-7801x 11; kerrigan@pinoleville-nsn.us</p>
<p>Manzanita Services 270 North Pine Street Ukiah, CA 95482 Susan Novotny: 972-9040 director@manzanitaservices.org</p>	<p>Redwood Community Services 780 S Dora St, Ukiah, CA 95482 Pamela Lucas – Human Resources: 467-2010 x 107; lucasp@rcs4kids.org</p>
<p>Mendocino Coast Clinics 205 South Street, Fort Bragg, CA 95437 Kianna Zielesch,PHD 961-3492; kzielesch@mccinc.org</p>	<p>Tapestry Family Service 290 East Gobbi Street, Ukiah, CA 95482 Amanda Pantaleón; 463-3300; AmandaP@tapestryfs.org</p>
<p>Mendocino Coast Hospitality Center P.O. Box 2168, Fort Bragg CA 95437 Anna Shaw: 961 0172; anna@mendocinochc.org</p>	<p>Ukiah Community Center/Ford Street Housing 888 North State St., Ukiah, CA 95482 Drew Iacomini: 462-1934; drew@fordstreet.org</p>
<p>Mendocino County Youth Project 776 S State St, Ukiah, CA 95482 Joanna Olson: 463-4915; jolson@mcyp.org</p>	<p>Ukiah Valley Medical Center: Outpatient Care Coord 275 Hospital Drive, Ukiah, CA 95482 Leanna Sweet; 463-7519. SweetLM@ah.org</p>
<p>Safe Passages Family Resource Center 208 Dana St., Fort Bragg, CA 95437 Laura Welter: 961-3605; safepass@mcn.org</p>	<p>Willits Senior Center 1501 Baechtel Road, Willits, CA 95490 Priscilla Tarver: 459-6826; outreachone@willitsseniorcenter.com</p>

¹ These programs are approved for Human Services students, but not for AOD students who intend to qualify for state-level AOD counselor certification.

Mendocino College
HUS 197a: Human Service Worker Practicum

Supervisor Evaluation of Intern

Intern: _____ Evaluator: _____

Agency: _____ Date: _____

PLEASE PLACE A ✓ MARK IN THE APPROPRIATE COLUMNS, BELOW:

GENERAL WORK CHARACTERISTICS	Exceptional		Exceeded Standard		Met Standard	Needs improvement		Rarely	Never	N/A
	10	9	8	7	6	5	2	0		
Human Relations:										
Works cooperatively and effectively as a team member										
Is courteous and helpful to staff and clients										
Establishes rapport effectively										
Demonstrates empathy										
Establishes and maintains appropriate boundaries										
Manages conflict effectively										
Demonstrates an understanding and acceptance of client diversity, cultural competency										
Maintains confidentiality										
Attitude:										
Uses mature judgment										
Takes responsibility for own actions										
Shows initiative										
Arrives for work prepared for work assignments										
Solicits feedback to improve performance										
Discusses differences of opinion without arguing										
Accepts feedback non-defensively										
Applies recommendations and helpful suggestions										
Provides constructive criticism in a respectful manner										
Dress and appearance are appropriate for the job										
Behavior is consistent with the level of professionalism expected in the workplace										
Workmanship:										
Understands job requirements										
Demonstrates effective time/task management skills										
Does a complete and thorough job										
Effectively works independently, when required										
Expresses self appropriately and clearly orally										
Expresses self appropriately and clearly in writing										
Practices active listening skills										
Responds to client questions in a direct and objective manner										
Uses professional terminology as appropriate with clients and staff										
Dependability:										
Arrives at work and leaves when scheduled										
Works all scheduled shifts										
Meets deadlines										

Continued...

HUMAN SERVICE SKILLS	Observed Only	Performed under direct supervision	Performed Solo	IF performed: score (see rating scale, below*)	Not applicable
Intake and Screening					
Gathers screening and intake data in a systematic and effective manner					
Accurately determines a client's suitability for the agency's services					
Follows appropriate procedures to initiate delivery of services					
Uses screening/intake tools, documents and software accurately and efficiently					
Documentation and Record Keeping					
Adequately documents actions taken according to agency's standards					
Completes required paperwork accurately and legibly					
Submits paperwork in a timely fashion					
Orientation of Clients to Agency's Services					
Describes the general nature and goals of the program(s) in a concise and accurate manner					
Articulates clients' rights, including confidentiality, in a concise and accurate manner					
Informs clients of the agency/program rules and participation requirements concisely and accurately					
Case Management/Client Support Activities					
Understands and effectively uses service plans					
Identifies services not available from this agency that are needed by and suitable for clients					
Takes appropriate steps to initiate referrals, as needed					
Shares information with other agencies within the limits of client consent and on a "need to know, right to know" basis					
Confers with other agencies in a professional manner, within their scope of practice and in keeping with the limits of confidentiality					

*0: unacceptable/unqualified; 5-6: substandard but improving; 7: acceptable; 8-9: competent; 10: exceptional/highly qualified

OPTIONAL: Additional Learning Objectives (if required; see attached):

of Learning Objectives completed: _____ out of _____ attempted

Excellent: 10 Met all requirements: exceeded expectations	Very Good: 8-9 Met all requirements; exceeded some expectations	Acceptable: 7 Met all requirements and expectations	Below Standard: 5-6 Met many but not all requirements and expectations	Unacceptable: 0-4 Met few requirements and few expectations
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LO #1	LO #2	LO #3	LO #4
LO #5	LO #6	LO #7	LO #8

Additional comments (use back of sheet, if necessary):

Name of Supervisor (Print)

Supervisor Signature

Date

I have had the opportunity to discuss this evaluation with my site supervisor: [] YES [] NO

If NO, explain: _____

Student Signature

Date