

INTERNSHIP MANUAL

MIAMI BEACH

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I. INTRODUCTION

The City of Miami Beach will offer supervised experiential learning, “internship”, for students enrolled at various universities and Miami Beach Senior High School. An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent. The internship experience aspect of the program may involve observation and participation in planning, conducting, and evaluating face-to-face, supervisory, and executive levels of professional responsibility.

Internships may be completed throughout the academic year, but students should limit all paperwork for approval as early as possible, and at least two weeks before the internship semester.

At first, the student is expected to observe and assist until s/he is somewhat familiar with the staff, the clientele, general policies, procedures, organizational pattern, facilities and equipment, rules and regulations, etc. The student should assume increasing responsibilities over time and eventually, under supervision, be in charge of his/her own program(s).

Purpose of Manual

This manual is intended to enable effective communication among student interns, City of Miami Beach departmental Supervisors, and the Chief Learning and Development Officer. Policies and procedures detailed in the manual must be followed throughout the course of the internship.

Purpose of Fieldwork

The overall purpose of the internship is to permit each student to grow personally and professionally to the extent of his/her capabilities. Although specific objectives are expected to vary for each student and each department, the following objectives should apply:

1. To give each student an opportunity for practical experience in the City of Miami Beach and administration of various program areas and to increase his/her knowledge and skills at the face-to-face, supervisory, and executive levels of leadership.
2. To enable each student to understand and appreciate the professional duties and responsibilities of personnel in the field.
3. To help each student determine his/her professional strengths and weaknesses.
4. To assist the university in (a) evaluating student performance and improving curriculum, and (b) providing opportunities for the faculty to confront practical problems and interact with field professionals.
5. To permit the City of Miami Beach and interns to exchange new and updated concepts.

II. RESPONSIBILITIES

A. The university will:

1. Identify professor/administrator to serve as academic advisors to participating students (if applicable.) The assigned University professor administrator will:
 - i. Help students prepare for fieldwork
 - ii. Visit the City, observe the student, and confer with the student and the Chief Learning and Development Officer at least once
 - iii. Evaluate fieldwork reports and discuss the reports with the students and the Chief Learning and Development Officer at least twice per semester
 - iv. Evaluate and assist the student in self-evaluation of his/her fieldwork performance and professional potential.
 - v. Assign the student's final grade for fieldwork, in consultation with the Chief Learning and Development Officer.
2. The professor/administrator will identify and refer qualified applicants to the City of Miami Beach. Representatives will be invited to participate in the selection committee and interviews for all qualified applicants (if applicable.)

B. The City will:

1. Communicate the aims and outcomes of the fieldwork program to the City's managing authorities and its community.
2. Communicate the aims and outcomes of the fieldwork program to the City's staff and help the student gain acceptance as a member of the staff.
3. Interview and select students, and place them in the appropriate departments.
4. Orient, introduce, and identify the student as a staff member and thus place in a position in which s/he may expect courtesy, consideration, and respect from colleagues and the residents of the City.
5. Assist each student in developing a sound plan of study and experiences to meet his/her individual needs while simultaneously contributing to the City.
6. Evaluate and assist in grading the student (if applicable.)
7. Be responsible for payment on a bi-weekly payment in accordance to the attendance of the student.

C. The student will:

1. Review Policies and Procedures, Manuals, and any necessary paperwork needed for any new employee at the City.
2. Complete online trainings within the first week of the internship as required for all employees reporting to the City Manager.
3. Establish a work schedule with the Chief Learning and Development Officer and the departmental supervisor in relation to the academic calendar.
4. Perform his/her work responsibilities in a professional manner, participate in all training and study sessions, attend scheduled conferences, and submit all reports required by the City.

5. Prepare and submit required reports and assignment as needed by each department supervisor.
6. Notify the Chief Learning and Development Officer, the departmental supervisor, and the payroll coordinator of the Office of Organizational Development Performance Initiatives biweekly with the amount of hours worked.

III. PROCEDURES

A. Paid Intern (University)

Internship positions will be offered per semester corresponding to established workgroups with Florida International University (FIU) – Arts, Culture, and History; Florida Coastal Resilience and Adaptation Group; Transportation, Youth & Education development, or with other universities per established partnerships. Students will be assigned to a position based on the student's academic merit, recommendation, experience, and interests. Work schedules will be based on the student's academic schedule. The standards established by the National Association of Colleges and Employers (NACE) must be met:

1. The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom.
2. The skills or knowledge learned must be transferrable to other employment settings.
3. The experience has a defined beginning and end, and a job description with desired qualifications.
4. There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.
5. There is supervision by a professional with expertise and educational and/or professional background in the field of expertise.
6. There is routine feedback by the experienced supervisor.
7. There are resources, equipment, and facilities provided by City of Miami Beach that support learning objectives/goals.

Responsibilities:

1. Students must register for the zero-credit internship course (if applicable) which allows for a record of the internship on the transcript, unless the hired student has arranged for alternate internship credit through their department.
2. As part of the onboarding process, interns must undergo all Human Resources procedures before commencing the internship. This includes:
 - ID
 - Parking access
 - IT access
 - online courses
3. Students will report to the Chief Learning and Development Officer, who will introduce them to their assigned department for the remainder of the internship, and the departmental supervisor who will oversee their day-to-day activities.
4. Students must coordinate with their departmental supervisors on a work schedule based on the academic schedule.

5. Students will report to their assigned departments on the days agreed upon, and perform the duties assigned to them by their departmental supervisor.
6. Biweekly, students must report their hours via email to:
 - Departmental supervisor for approval
 - Chief Learning and Development Officer, and Education Compact Coordinator for payroll purposes
7. Students will be scheduled for meetings with the Chief Learning and Development Officer throughout the internship period to report on assigned projects and/or assignments.
8. Students will be scheduled for an exit interview with the Chief Learning and Development Officer, and will need to return the Identification cards provided by the City.

B. Unpaid Intern (University)

The City may provide unpaid internship opportunities to students currently enrolled at a college, based on eligibility and need, if the following criteria is met:

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training in which would be given in an educational environment.
2. The internship is for the benefit of the intern
3. The intern does not displace regular employees, but works under close supervision of existing staff
4. The City derives no immediate advantage from the activities of the intern, and on occasion its operations may actually be impeded
5. The intern is not entitled to a job at the conclusion of the internship
6. The City and the intern understand that the intern is not entitled to wages for the time spent in the internship.

Responsibilities:

1. As part of the onboarding process, interns must undergo all Human Resources procedures before commencing the internship. This includes:
 - ID
 - Parking access
 - IT access
2. Students will report to the Chief Learning and Development Officer, who will introduce them to their assigned department for the remainder of the internship, and the departmental supervisor who will oversee their day-to-day activities.
3. Students must coordinate with their departmental supervisors on a work schedule based on the academic schedule.
4. Students will report to their assigned departments on the days agreed upon, and perform the duties assigned to them by their departmental supervisor.
5. Upon completion of the unpaid internship, the student will need to return the identification card provided by the City.

C. Unpaid Intern (High School)

The placement of high school interns (M-DCPS) will be coordinated by the office of Organizational Development Performance Initiatives Chief Learning Officer. High school interns will receive course credit.

Responsibilities:

1. As part of the onboarding process, interns must undergo all Human Resources procedures before commencing the internship. This includes:
 - ID
 - Parking access
 - IT access
2. Students will report to the Chief Learning and Development Officer, who will introduce them to their assigned department for the remainder of the internship, and the departmental supervisor who will oversee their day-to-day activities.
3. Students must coordinate with their departmental supervisors on a work schedule based on the academic schedule.
4. Students will report to their assigned departments on the days agreed upon, and perform the duties assigned to them by their departmental supervisor.
5. Upon completion of the unpaid internship, the student will need to return the identification card provided by the City.

IV. PERFORMANCE DISCLOSURE

Interns performing unsatisfactory work during the internship may be removed from an internship placement.

The following process will occur if an intern is to be removed:

1. In the event of an unsatisfactory performance report from the City during an internship, the Chief Learning Officer will discuss the issues and problems with the intern and develop an appropriate plan of corrective action.
2. In the event an intern's behavior or actions create concerns for the well-being of the City's clients or personnel, the Chief Learning Officer will meet to determine an appropriate course of action. Behavior or conduct that places clients at risk is grounds for immediate dismissal.
3. Interns receiving an unsatisfactory grade or who are removed for conduct reasons will not be permitted to resume another placement.
4. Requests for alternative department placement will be reviewed by the Chief Learning Officer.