



City of St. Helena
Administrative Policy

Policy
Internship Policy

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I. Overview of Purpose and Scope of this Policy

The purpose of this Policy is to establish guidelines for department heads and managers to effectively implement and manage an intern program for their department. The internship program establishes the expectations of student interns and aims to provide student interns with an opportunity to enhance the student’s classroom learning experience through practical care-related work experience.

II. Authority

This policy is an implementation of the City Manager’s authority under the City of St. Helena’s Municipal Code and shall take precedence over any inconsistent provisions of prior approved Personnel or Administrative policies. To the extent any previous administrative policies or administrative direction issued by the City Manager is inconsistent with this Policy, those inconsistent policies and directions are hereby repealed and rescinded.

III. Policy

A. Program Overview

The Internship Program offers high school, college, university or graduate students the opportunity to gain both academic and practical experience working in local government. The internships are designed to provide the participants with the opportunity to apply academic skills to various “real world” assignments with the City. Students will have the opportunity to learn about the City of St. Helena and the exceptional services it provides to the community.

The internships provides the following benefits:

- A full and realistic view of the world-at-work and integrates academic preparation with practical application and skill development in the work place;
- An opportunity to network with professionals in one’s field of interest and a chance to explore career options and develop transferrable skills;
- The opportunity to earn a reasonable wage while obtaining valuable work experience.

B. Qualifications

1. In order to qualify for an internship the candidate must be at least 14 years old, a student currently enrolled in high school, college, university or graduate



program with a GPA of 2.0 or higher, interested in learning about careers in local government while obtaining related work experience. Candidates must also meet any course requirements for the specific internship program, as outlined in the internship announcement.

2. The selected candidate must be able to pass a background investigation and pre-employment physical examination.

C. Classification, operational titles and salary ranges

1. All interns are at-will employees whose employment may be terminated by the City Manager at any time with or without cause, including before the scheduled end of the employee's internship. Interns do not have any appeal rights with regards to their employment as interns. Additionally, the City's Personnel or Administrative policies do not apply to interns unless required by law [or unless explicitly made applicable to interns by action of the City Manager.]
2. Human Resources will classify all interns under an "Intern" classification. Salary ranges will be based on four levels according to the intern's education and current school enrollment status as described below.¹
 - a. Level I – Intern
 - i. High school students enrolled in regular high school classes
 - ii. Those enrolled in an alternative vocational high school
 - iii. Students working toward high school equivalency
 - b. Level II - Intern
 - i. Freshman or Sophomore year college students
 - ii. Community college students
 - iii. Vocational school students who have completed high school
 - c. Level III – Intern
 - i. Junior or Senior year college students
 - ii. Recent graduate of a bachelor's degree or equivalent
 - iii. Student Interns at this level must work in their chosen field of study
 - d. Level IV – Intern
 - i. Professional and post-graduate school students
 - ii. Student Interns at this level must work in their chosen field of study
3. Departments are encouraged to use an "operational title" appropriate for the intern's salary level and assignment of duties
4. Salary ranges may be amended from time to time, therefore are not listed in this section and can be found on the Salary Schedule located on the City's Intranet.

¹ A higher pay range may be considered based on additional work experience and certifications.



5. Prior to any implementation of an intern program in the department, department heads must have appropriated a City Council approved budget through the annual budget process or by making a formal request at a regular City Council meeting.

D. Staff Procedures

1. **Identify needs of the department.** Researching the needs of the department beforehand will save substantial time in making adjustments after the internship program has begun. Consider:
 - a. Projects/work assignment the intern will undertake;
 - b. Minimum experience/qualifications required to complete the project/work assignments;
 - c. Best time of year to hire;
 - d. Length²;
 - e. Location where work will be performed.
2. **Create a position description.** Creating a position description will ensure that all parties involved have a clear understanding of the expectations of the intern. Use the **Position Description Template** found in the City of St. Helena Internship Program, Policy & Procedures Handbook for City Departments. Key items to identify are the following:
 - a. Proper operational title;
 - b. Description of the department;
 - c. Identification of intern's supervisor or mentor³;
 - d. Clear description of the position, general responsibilities, and learning objectives;
 - e. Necessary knowledge, skills, and abilities needed to be successful in the position;
 - f. Minimum education and experience requirements.
3. **Create a work plan.** Programs that do not have a structured plan from the beginning create opportunities for unclear expectations for the student and supervisor. This can lead to an internship experience that lacks quality for both the student and the organization. Use the **Work Plan Template** found in the City of St. Helena Internship Program, Policy & Procedures Handbook for City Departments. Develop a work plan that:
 - a. Assigns projects that relate to the intern's area of study;
 - b. Project and/or assignments cannot be currently assigned unit work of the City's bargaining groups (SHEA or POA)
 - c. Identifies action steps that correlates to intern's goals and learning objectives.
4. **Recruit for the position.** Once parameters for the internship have been identified and agreed upon, you are now ready to begin recruiting for the position. Department heads may post the position description on the City's website, and any other job boards. Be sure to include the **City of St. Helena Internship Program**,

² Duration of internship cannot be more than 6 months or 1,000 hours, whichever is less.

³ Supervisor or mentor must be a mid-manager or department head.



Policy & Procedures Handbook for Interns provided in Section V - Attachments of this policy with the posting.

When reviewing candidate applications, identify the department expectations as it relates to skills that you need. Keep in mind that preferred candidates meet the minimum experience/qualifications identified.

When appropriate candidates are selected, interviews made be scheduled. If applicable, schedule second interviews. Prior to any intern placement or offer, department heads must submit the following to Human Resources:

- a. Internship Program Action Form;
- b. Intern Position/Posting Description;
- c. Intern Work Plan.

Once all forms have been submitted, Human Resources will draft the offer letter and provide to the intern an official City offer.

6. **Execute the internship.** Now that the internship program is in place and the position has been filled, it is time to bring the intern on board and execute the program and work plan. Upon arrival, departments will use the **Intern Orientation Checklist** provided in Section V - Attachments of this policy to:

- a. Review behavior/performance expectations;
- b. Review learning objectives;
- c. Discuss projected assignments;
- d. Discuss training schedule (i.e., orientation, professional development sessions, etc.);
- e. Schedule times for supervision sessions (if not already scheduled);
- f. Provide opportunity for interns to discuss their expectations.

As the internship progresses, departments may notice that they have under or overestimated the capabilities of a student, or what can realistically be accomplished during the internship. It is a good time to document the performance of the intern, assess their contributions, and reflect upon the projects assigned to students, the training received, and what could be modified to improve the next internship.

7. **Conclude the internship.** There are various ways to conclude an internship. Often, how internships end depend largely on the performance of the intern, whether or not a part-time or full-time position will be offered, and whether other internships will be available in the future. Departments may choose to:

- a. Provide opportunities for the interns to do presentations to recap their internship experience. This can be a great opportunity for the intern to demonstrate their accomplishments and for other employees to see the value of internships.
- b. Discuss future employment options with the student (if applicable).
- c. Hold focus group sessions and/or exit interviews with interns to discuss the experience. Surveys can be used to facilitate this process. Possible questions include:



- i. What went well?
 - ii. What could be improved?
 - iii. Did the intern feel the workload was manageable?
 - iv. Were all the learning objectives met?
 - v. What was the interns overall impression of the employer and industry?
- d. Host a going away party for the intern.
- e. Take the intern to lunch/dinner.
- f. Provide a letter of recommendation or certificate of completion.

IV. Definitions

- A. None.

V. Attachments

- A. City of St. Helena Internship Program, Policy & Procedures Handbook for City Departments.
- B. City of St. Helena Internship Program, Policy & Procedures Handbook for Interns.