

# Employer Toolkit for Youth Jobs and Internships

**HIRE** youth for job and internship opportunities

**INVEST** your time, training and mentorship in young employees.

**SHARE** what is working for you with other employers across Minnesota.

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# EMPLOYER TOOLKIT FOR HIRING INTERNS



The information here is to support employers as they hire interns.

## GET TO KNOW YOUR INTERN!

Incorporate ice breakers, teambuilding and reflection activities throughout the internship. Learn about their interests and future goals.

## IDENTIFY A MENTOR

Each intern should have a mentor that they can work with to answer questions and support them throughout the internship. The mentor can be the supervisor or someone else at the organization.

## SET UP A MEET & GREET

Prepare with the intern so they have questions ready to ask the office. Large meetings can be daunting especially if they are virtual. This allows the intern to feel confident entering the space. Prep your team as well so the intern feels welcome. Consider planning an icebreaker!

## SET REGULAR CHECK-IN MEETINGS

Set up a check-in routine that is consistent. It can be brief and beneficial if they take place at both the beginning and the end of the intern's shift, but still make time for a weekly individual meeting.

## INCORPORATE YOUTH VOICE & CHOICE

Find out what your intern is interested and tailor projects to their interests, if possible.

## MAKE SURE INTERNS UNDERSTAND THE BIG PICTURE

It can be easy to focus on small tasks without connecting it to the larger picture particularly when working remotely, make sure interns understand their impact by connecting their work to the bigger picture and creating opportunities to engage with other departments and team members.

## SET CLEAR GOALS DAILY AND WEEKLY

Break down projects into smaller tangible steps and set a timeline. Have a clear system to clock in and clock out. Set clear expectations for the internship. Provide a schedule for your and be sure to build in independent work time that allows for some flexibility.

## SET COMMUNICATION NORMS

What is the best way to communicate with each other (email, calls, texting, etc.)? How can your intern request time off? What if they are having technology issues? Running late? Be clear about how they should reach out.

## DETERMINE INTERN NEEDS IMMEDIATELY

This includes technology, office supplies and quiet spaces.

## TRAIN INTERNS

Make sure your intern is trained and comfortable with the platforms your team uses or other technology. Talk through meeting protocols show them how to turn cameras and mics on and off, where to find the chat feature or how to set up virtual meetings. Talk with your intern about how to dress for video meetings. Consider setting up a shared virtual background in case participants aren't comfortable showing their space.

## NETWORKING AND FUTURE PLANS

Talk with your intern about their career interests and introduce them to colleagues in various departments who can share their professional experiences and connections. Share your career story with them. You can set up virtual meetings or shadowing opportunities and always include them in department meetings and team events. Provide professional development opportunities that enrich their internship experience.

## POLICIES:

Whether your interns are working in the office or remotely, share policies and procedures with them. This is still a part of the learning experience.

## BE FLEXIBLE

Adjust goals as needed!

Information in this document was created by the Cities of Minneapolis and St. Paul Step Up and Right Track programs and shared with permission. Step Up and Right Track are two of DEED's many Youth at Work grantees who provide thousands of Minnesota young people with work skills and paid internship opportunities each year.



# DEED Youth Service Providers

## WDA 1 - Northwest Minnesota InterCounty Community Council (ICCC)

207 Main Street, P.O. Box 189, Oklee, MN 56742

**Contact:** Catherine Johnson, [cjohnson@intercountyycc.org](mailto:cjohnson@intercountyycc.org)  
[intercountyycc.org](http://intercountyycc.org)

*Counties served: Kittson, Marshall, Norman, Pennington, Polk, Red Lake, and Roseau*

## WDA 2 - Rural Minnesota Concentrated Employment Program (RMCEP)

803 Roosevelt Avenue,  
P.O. Box 1108  
Detroit Lakes, MN 56502

**Contact:** Vicki Leaderbrand, [vickil@rmcep.com](mailto:vickil@rmcep.com)  
[rmcep.com](http://rmcep.com)

*Counties served: Becker, Beltrami, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Lake of the Woods, Mahnomen, Morrison, Otter Tail, Pop, Stevens, Todd, Traverse, Wadena, and Wilkin*

## WDA 3 - Northeast Minnesota Office of Job Training (NEMOJT)

820 North 9th Street – Suite 240  
P.O. Box 1028, Virginia, MN 55792

**Contact:** Marie Domiano, [marie.domiano@nemojt.org](mailto:marie.domiano@nemojt.org)  
[nemojt.org](http://nemojt.org)

*Counties served: Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, and St. Louis (except City of Duluth)*

## WDA 4 - Duluth Workforce Development

402 West 1st Street  
Duluth, MN 55802

**Contact:** Elena Foshay, [efoshay@duluthmn.gov](mailto:efoshay@duluthmn.gov)  
[duluthmn.gov/workforce-development](http://duluthmn.gov/workforce-development)

*Area served: City of Duluth*

## WDA 5 - Central Minnesota Jobs and Training Services, Inc.

406 East 7th Street, P.O. Box 720  
Monticello, MN 55362

**Contact:** Barbara Chaffee, [bchaffee@cmjts.org](mailto:bchaffee@cmjts.org)  
[cmjts.org](http://cmjts.org)

*Counties served: Chisago, Isanti, Kanabec, Kandiyohi, McLeod, Meeker, Mille Lacs, Pine, Renville, Sherburne, and Wright*

## WDA 6 - Southwest Minnesota Private Industry Council (PIC)

607 West Main Street  
Marshall, MN 56258

**Contact:** Carrie Bendix, [cbendix@swmnpic.org](mailto:cbendix@swmnpic.org)  
[swmnpic.org](http://swmnpic.org)

*Counties served: Big Stone, Chippewa, Cottonwood, Jackson, Lac Qui Parle, Lincoln, Murray, Nobles, Pipestone, Redwood, Rock, Swift, and Yellow Medicine*

## WDA 7 - South Central Workforce Council/ Minnesota Valley Action Council

706 North Victory Drive, Mankato, MN 56001

**Contacts:** Heather Gleason, [hgleason@workforcecouncil.org](mailto:hgleason@workforcecouncil.org) or  
Amanda Mackie, [amanda@mnvac.org](mailto:amanda@mnvac.org)  
[workforcecouncil.org](http://workforcecouncil.org)

*Counties Served: Blue Earth, Brown, Faribault, Le Sueur, Martin, Nicollet, Sibley, Waseca, and Watonwan*

## WDA 8 - SE Minnesota Workforce Development Inc.

2070 College View Rd E. Rochester, MN 55904

**Contact:** Jinny Rietmann, [jrietman@wdimn.org](mailto:jrietman@wdimn.org)  
[workforcedevelopmentinc.org](http://workforcedevelopmentinc.org)

*County served: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele and Wabasha*

## WDA 9 - Hennepin-Carver Workforce Development Area

Hennepin County  
A-400 Government Center  
300 South Sixth Street, Minneapolis, MN 55487

**Contacts:** Anne Kilzer (Hennepin Co), [anne.kilzer@hennepin.us](mailto:anne.kilzer@hennepin.us)  
or Kate Probert (Carver Co), [kprobert@co.carver.mn.us](mailto:kprobert@co.carver.mn.us)  
[hennepin.us](http://hennepin.us)

*County served: Hennepin (excluding the City of Minneapolis) and Carver*

## WDA 10 - Minneapolis Employment and Training

105 5th Avenue South, Suite 200, Minneapolis, MN 55401

**Contact:** Deb Bahr-Helgen, [deb.bahr-helgen@minneapolismn.gov](mailto:deb.bahr-helgen@minneapolismn.gov)  
[minneapolismn.gov](http://minneapolismn.gov)

*Area served: City of Minneapolis*

## WDA 12 - Anoka County Job Training Center

1201 89th Ave NE – Suite 235  
Blaine, MN 55434

**Contact:** Nicole Swanson, [Nicole.swanson@co.anoka.mn.us](mailto:Nicole.swanson@co.anoka.mn.us)  
[anokacounty.us/jtc](http://anokacounty.us/jtc)

*County served: Anoka County*

## WDA 14 - Dakota-Scott Workforce Services

1 Mendota Road West – Suite 100 West St. Paul, MN 55118  
Phone: (952) 496-8510

**Contacts:** Mark Jacobs (Dakota Co), [mark.jacobs@co.dakota.mn.us](mailto:mark.jacobs@co.dakota.mn.us)  
or Kari Ouimette (Scott Co), [kouimette@co.scott.mn.us](mailto:kouimette@co.scott.mn.us)  
[careerforcemn.com/partner/dakota-scott-county-workforce-services](http://careerforcemn.com/partner/dakota-scott-county-workforce-services)

*Counties served: Dakota and Scott*

## WDA 15 - Ramsey County Workforce Solutions

2266 2nd St North  
North St. Paul, MN 55109

**Contact:** Ling Becker, [ling.becker@co.ramsey.mn.us](mailto:ling.becker@co.ramsey.mn.us)  
[careerforcemn.com](http://careerforcemn.com)

*County served: Ramsey (including City of St. Paul)*

# DEED Youth Service Providers

## WDA 16 - Washington County CareerForce

Woodbury Service Center 2150 Radio Drive  
Woodbury, MN 55125

**Contact:** Rick Roy, [rick.roy@co.washington.mn.us](mailto:rick.roy@co.washington.mn.us)

[mn.gov/deed/woodbury](http://mn.gov/deed/woodbury)

County served: Washington

## WDA 17 - Career Solutions (Formerly Stearns-Benton Employment and Training Council (SBETC))

1542 Northway Drive  
St. Cloud, MN 56303

**Contact:** Tammy Biery, [tammy.biery@csjobs.org](mailto:tammy.biery@csjobs.org)

[mn.gov/deed/stcloud](http://mn.gov/deed/stcloud)

Area served: Benton and Stearns Counties

## WDA 18 - Winona County WorkForce Council

1250 Homer Road – Suite 200, Winona, MN 55987

**Contact:** Marleen Lundberg, [marleen.lundberg@state.mn.us](mailto:marleen.lundberg@state.mn.us)

[careerforcemn.com/winona](http://careerforcemn.com/winona)

County served: Winona

## City of Minneapolis Step Up Program

105 5th Avenue South, Suite 200, Minneapolis, MN 55401

**Contact:** Nina Robertson, [nina.robertson@minneapolismn.gov](mailto:nina.robertson@minneapolismn.gov)

[minneapolismn.gov](http://minneapolismn.gov)

Area served: City of Minneapolis

## City of St. Paul Right Track Program

25 West 4th Street, Room 400 CHA  
St. Paul, MN 55102

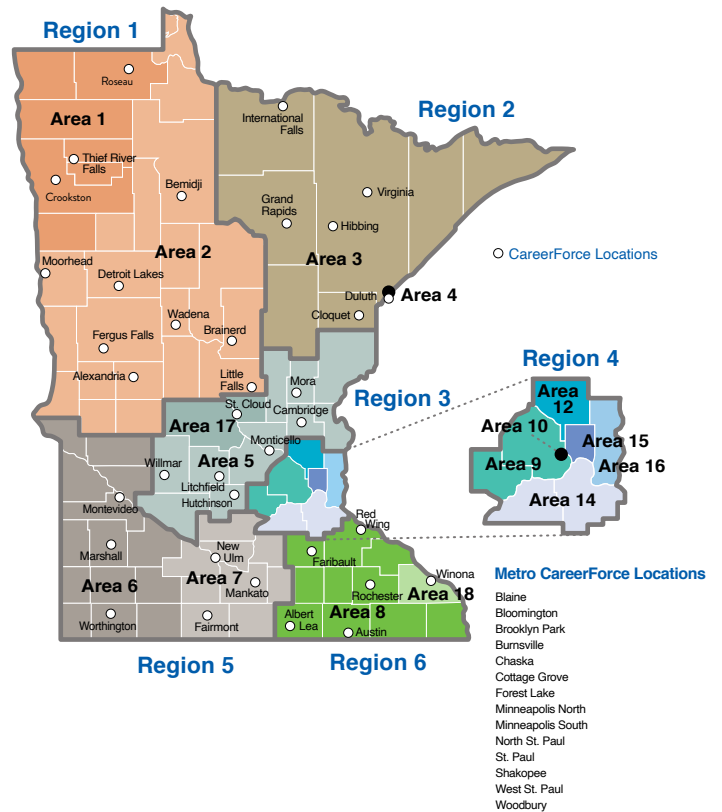
**Contact:** Shaina Abraham, [Shaina.abraham@ci.stpaul.mn.us](mailto:Shaina.abraham@ci.stpaul.mn.us)

[stpaul.gov/departments/parks-recreation/right-track/about-us](http://stpaul.gov/departments/parks-recreation/right-track/about-us)

Area served: City of St. Paul

## Regional Workforce Development Areas

### Local Workforce Development Areas



Online list of service providers by county: <http://apps.deed.state.mn.us/assets/youth/services/providers.shtml>

Online list of Youthbuild service providers: [https://mn.gov/deed/assets/yb-service-providers\\_tcm1045-202787.doc](https://mn.gov/deed/assets/yb-service-providers_tcm1045-202787.doc)

# DEED-FUNDED STEM PROJECTS FOR YOUTH – SFY 20-21



## Youth at Work Opportunity Grants

- **BROOKLYNK** - The three pillars of BrookLynk's programming consist of 21st-Century skill-building, experiential employment opportunities, and local coordination/partnerships. BrookLynk facilitates training and paid employment opportunities where youth ages 14 to 21 learn essential job skills such as interviewing, networking, and professionalism. BrookLynk aims to create career pathways for underrepresented youth who face barriers to employment. Local contact: Breanne Rothstein, [Breanne.Rothstein@Brooklynpark.org](mailto:Breanne.Rothstein@Brooklynpark.org)
- **EASTSIDE NEIGHBORHOOD SERVICES** - FutureConnect moves participants through four phases: 1. work readiness skill development; 2. Career Pathways exploration; 3. Advanced training; and 4. Paid work experiences. Trainings would be offered in Information Technology, Hospitality/Culinary, and Warehouse/Transportation, and Education. The project works with homeless youth, youth of color, and economically disadvantaged youth ages 14-24. Local contact: Perris Johnson, [pjohnson@esns.org](mailto:pjohnson@esns.org)
- **MINNESOTA VALLEY ACTION COUNCIL** - Dream It. Believe It. Achieve It. provides youth (and parents) with employment and training preparation for careers in high-growth and in-demand occupations. The project serves youth ages 16-24 from communities of color who are underrepresented in the workforce and youth with disabilities. Career Pathways provided to participants are in the healthcare, manufacturing, construction and STEM fields. Local contact: Heather Gleason, [hgleason@workforcecouncil.org](mailto:hgleason@workforcecouncil.org)
- **KAJOOG** - Ka Joog addresses economic disparities in the Somali community through a three-pronged approach that offers Somali youth ages 14-25 from low income households a continuum of support to break through barriers to employment. The primary components of this project include: dropout intervention and afterschool programming that exposes youth to higher education options and STEM career pathways. Local contact: Mohamed Farah, [mfarah@kajoog.org](mailto:mfarah@kajoog.org)
- **MCGREGOR PUBLIC SCHOOLS** - This project serves American Indian youth, youth with disabilities, economically disadvantaged youth, and at-risk youth ages 16-19. Youth are required to complete a one-semester course during the school year. The course is Enterprise, How to Make Just About Anything, which will teach the process of bringing an idea to fruition for financial gain through practical experience in a technology-driven fabrication lab. Participants earn academic credit towards graduation for successful completion of the course. Participants will also be able to obtain basic credentials related to manufacturing, engineering, and creative technology. Local contact: Cheryl Meld, [cmeld@isd4.org](mailto:cmeld@isd4.org)
- **CITY OF MINNEAPOLIS STEP-UP** - The City of Minneapolis STEP-UP Program is a public-private partnership designed to provide under-represented Minneapolis youth ages 14-21 with a comprehensive array of employment and training services that focus on helping youth gain the skills to achieve life-long economic self-sufficiency. Funding directly pays for wages for students over SFY 2020-2021. The program will also support youth in earning high school credits for their STEP-UP training and internship experiences. Step Up provides Career Pathways in Healthcare, IT, Finance, Design and Construction related careers. STEP-UP aims to serve youth of color, youth with disabilities and from low income families. Local contact: Nina Robertson, [nina.robertson@minneapolismn.gov](mailto:nina.robertson@minneapolismn.gov)

- **CITY OF ST. PAUL RIGHT TRACK** - Right Track brings together the City of Saint Paul, Saint Paul Public Schools (SPPS), non-profit, public and private partners to provide employment opportunities for youth of color and youth with other barriers to employment ages 14 to 21. Grant funds expand youth training opportunities in career pathways such as manufacturing and healthcare, all while youth earn a paycheck, learn about career pathways, and develop their own professional network. Local contact: Shaina Abraham, [Shaina.Abraham@ci.stpaul.mn.us](mailto:Shaina.Abraham@ci.stpaul.mn.us)

#### Youthbuild Grants

- Youthbuild programming in 10 locations statewide supports the applied mathematics and entry-level information technology skills for construction and building trades careers. Youthbuild addresses barriers to employment and education success for youth who have dropped out or are at-risk of dropping out of school by providing hands-on construction skills and applied mathematics while construction or renovating affordable housing for low income individuals and families. About a third of all youth served are young women. The 2020 Youthbuild Annual Report with local contact information can be found online: [mn.gov/deed/assets/youthbuild-annual-2020-acc\\_tcm1045-457677.pdf](https://mn.gov/deed/assets/youthbuild-annual-2020-acc_tcm1045-457677.pdf)

#### Support Services Grants

- **ARROWHEAD ECONOMIC OPPORTUNITY AGENCY** – The program serves low income youth experiencing barriers to living-wage employment. Participants are provided case management, training opportunities to obtain an industry recognized certificate, on-the-job training opportunities, and job search and placement assistance. Based on participant career goals and employment plan, training provided could include OSHA 10, Forklift, First Aid, or CPR. Local contact: Jan Francisco, [jan.francisco@aeoa.org](mailto:jan.francisco@aeoa.org)
- **BROOKLYNK** – The three pillars of BrookLynk’s programming consist of 21st-Century skill-building, experiential employment opportunities, and local coordination/partnerships. BrookLynk facilitates training and paid employment opportunities where youth ages 14 to 21 learn essential job skills such as interviewing, networking, and professionalism. BrookLynk aims to create career pathways for underrepresented youth who face barriers to employment. Local contact: Breanne Rothstein, [Breanne.Rothstein@Brooklynpark.org](mailto:Breanne.Rothstein@Brooklynpark.org)

- **GREATER BEMIDJI** – The Minnesota Innovation Initiative (MI2) Career Academies project provides integrated economic development and workforce development services on a regional basis in Northwest Minnesota. Program participants are low income youth and adults with many experiencing multiple barriers to employment. The project goal is to introduce participants to technical skills and employment. Services include job training, employment preparation, job assistance, and training to gain certifications with a focus on manufacturing. Participants can earn Manufacturing Skills Standard Council and/or National Institute of Metalworking Skills Certifications. Local contact: David Hengel, [dhengel@greaterbemidji.com](mailto:dhengel@greaterbemidji.com)

- **CAREER SOLUTIONS** – CareerONE is a unique summer youth employability skills training opportunity which provides youth ages 14–24 identified as at risk with a realistic and positive work readiness training experience in a safe, nurturing and learning-rich environment; and prevents participants from regressing academically during the summer months. Youth participate in a variety of classroom and community activities including Contextual Academic Enrichment, Career Exploration, Work Readiness Skills, Workplace Safety, Financial Literacy Program. CareerONE also includes specific tracks: Construction/Manufacturing, Business Services, and Healthcare with college credit available for these tracks. Local contact: Tammy Biery, [Tammy.biery@csjobs.org](mailto:Tammy.biery@csjobs.org)

#### Minnesota Economic Recovery Jobs Program

- **TREE TRUST** - Tree Trust’s Career Pathways, Young Adult Tree Care (YATC) Program serves low-income, displaced workers, and previously incarcerated individuals with a focus serving on BIPOC communities throughout the Twin Cities seven-county metropolitan area. The program provides participants career readiness, financial literacy, and life skills training. Participants will also receive paid on-the-job training and work experience that will lead to an industry recognized Tree Care Apprentice Certificate and preparation for jobs in tree care, landscaping, and the tree management industry. Local contact: Jared Smith, [jareds@treetrust.org](mailto:jareds@treetrust.org)

- **AFRICAN IMMIGRANT COMMUNITY SERVICES -** The Youth Technology Employment program serves low-income Somali and East African individuals in the Twin Cities, specifically focused on serving those from the Cedar-Riverside and Phillips neighborhoods of Minneapolis. The program provides IT career pathway and financial literacy training prior to a paid internship with a technology company. The IT career pathway training includes training in areas such as web design and development, graphic design, UX/UI design, digital marketing, database administration, WordPress, and coding. Local contact: Mohamed Ahmed, [m.ahmed@aicsmn.org](mailto:m.ahmed@aicsmn.org)
- **COMUNIDADES LATINAS UNIDAS EN SERVICIO (CLUES) -** CLUES programming supports the expansion of culturally tailored programs addressing employment and education gaps for working adults and underserved youth by providing new job skills training to stimulate higher wages for low-income individuals, family support systems designed to reduce intergenerational poverty, and youth programming to promote educational advancement and career pathways. Among the programming is the use of the technology center sponsored by Best Buy. For more information: [mn.gov/deed/assets/2020-clues-report\\_tcm1045-457349.docx](https://mn.gov/deed/assets/2020-clues-report_tcm1045-457349.docx) Local contact: Ruby Lee, [rlee@clues.org](mailto:rlee@clues.org)
- **HIRED -** HIRED's Training for Tomorrow Program primarily serves low-income youth of color with multiple barriers to employment. The program focuses on serving individuals from North Minneapolis, and surrounding suburbs including Brooklyn Park and Brooklyn Center. The program provides one-on-one career readiness, life skills, job readiness, and technology training. This training is paired with a paid work experience opportunity in manufacturing, customer service, or other in demand industries. Medtronic is a major employer partner providing work experience opportunities in the manufacturing sector. Local contact: Julie Brekke, [Julie.brekke@hired.org](mailto:Julie.brekke@hired.org)
- **MINNESOTA TECHNOLOGY ASSOCIATION –** SciTech Internship Program is a statewide internship program that connects college students in STEM majors (science, technology, engineering, and mathematics) with paid internships in small to mid-sized Minnesota companies. The program provides qualified employers with a 50 percent match on the intern's wages in the form of a one-time reimbursement of up to \$2,500 per intern. For more information: [mn.gov/deed/assets/mn-sci-tech-internship-report-2020\\_tcm1045-462996.docx](https://mn.gov/deed/assets/mn-sci-tech-internship-report-2020_tcm1045-462996.docx) Local contact: Becky Siekmeier, [beckys@mhta.org](mailto:beckys@mhta.org)
- **UJAMAA PLACE -** Ujamaa Place delivers its "Theory of Transformation" gender and culturally specific program within a community environment that assists African and African American men (18 -30 years of age) with stable housing and re-engagement with their families, work, and life skills essential to self-sufficiency with a strong focus on education and work-entry programming, specific employment skills training including introductory STEM skills, employment retention, and personal management curriculum. For more information: [mn.gov/deed/assets/ujamaa-place-report-2020\\_tcm1045-458049.docx](https://mn.gov/deed/assets/ujamaa-place-report-2020_tcm1045-458049.docx) Local contact: Otis Zanders, [otiszanders@ujamaaplace.org](mailto:otiszanders@ujamaaplace.org)
- **YOUTHPRISE: EAST AFRICAN YOUTH -** Funds for the East African Youth Economic Development Grant project, appropriated to Youthpraise, are to "give grants through a competitive process to community organizations to provide economic development services designed to enhance long-term economic self-sufficiency in communities with concentrated East African populations." Some elementary IT programming is provided as part of self-sufficiency training. For more information: [mn.gov/deed/assets/2020-youthpraise-progress-report\\_tcm1045-462922.docx](https://mn.gov/deed/assets/2020-youthpraise-progress-report_tcm1045-462922.docx) Local contact: Marcus Pope, [marcus@youthpraise.org](mailto:marcus@youthpraise.org)

#### Higher Education Career Advisors Pilot (HECAP)

- The Higher Education Career Advisors Pilot Project (HECAP) involves Workforce Development Areas/Local Workforce Development Boards and community-based organizations partnering with public school districts to assist high school students in choosing careers and the education and training required for those careers. One grantee, Genesys Works, concentrates on giving its high school senior clientele IT skills. For more information and local contacts: [mn.gov/deed/assets/20-21-hecap-progress-report\\_tcm1045-469679.docx](https://mn.gov/deed/assets/20-21-hecap-progress-report_tcm1045-469679.docx)

#### Direct Appropriations

- **CONSTRUCTION CAREERS FOUNDATION -** provides year-round educational and experiential learning opportunities for Minnesota youth and young adults, especially females and individuals of color, as they consider, navigate, and prepare for careers in the construction industry. For more information: [mn.gov/deed/programs-services/office-youth-development/special/direct-appropriations/](https://mn.gov/deed/programs-services/office-youth-development/special/direct-appropriations/) Local contact: Pat Wagner, [pwagner@ontrackforlife.com](mailto:pwagner@ontrackforlife.com)

# HOW TO CREATE a High Quality Job Description

stepup



## Questions to ask yourself

- What job types align with departments in our organization? For instance, a hospital might have health services jobs along with marketing, IT, and business management and administration jobs.
- Can our workplace replicate a summer internship experience similar to the jobs listed?
- How does the job description help Step Up place the right candidate in the position?



## Tips for Developing High-Quality Job Descriptions

- Be specific in your job description. This helps ensure a more accurate placement and also manages expectations over the summer.
- Pick one or two substantive projects for the intern to work on throughout the summer, combined with day-to-day tasks as they arise.
- Create challenging and interesting jobs by thinking about skills critical to success in your field. Then develop projects that help your intern explore and develop those skills.
- Choose projects that require little supervision after initial training.
- Talk to previous Step Up supervisors to learn best practices.

Job Title: **Community Relations Intern**

1

Hours per week: 30

2

Job Description: Participate in a formal **internship program** which includes performing various assignments to become familiar with the organization and gain basic work experience. Work assignments are **supplemented** with professional development training, self-study assignments, workshops, and volunteer service in the community.

3

- Community engagement **to include** managing volunteer projects and helping to coordinate and present Wells Fargo's signature financial education curricula, Hands On Banking to the community.

4

- Public Relations **to include** creating internal news stories that highlight Wells Fargo in the community and attend meetings and conferences with local nonprofits.

- Office administration **to include** data entry and appointment scheduling.

5

**Skills needed:** Organization; Attention to detail; Ability to take direction; Ability to work with a team.

### 1 Specific internship title

The job title should appeal to the intern, while also relating to the job role. In the example above, Community Relations Intern works because the candidate is interning with the Community Relations department.

### 2 State that it's an internship role

The Step Up intern perceives the job as higher value when they understand this experience is shaped around learning and skills building. Job descriptions should include learning objectives and key takeaways.

### 3 Support structure

A new work environment can be intimidating to anyone, so it's critical that supervisors explain how they plan to support the intern throughout the internship. Providing a mentor is one way to show support for the intern and is strongly encouraged for every internship.

### 4 Breakdown of job role and tasks

Details about the job tasks should be clearly outlined in the job description. A breakdown of job tasks will give the intern a deeper understanding of what assignments they will be expected to work on. In the example above, the job roles were broken down into smaller tasks.

### 5 Related to soft skills

Focus on the soft skills needed for the job. Other fields in the Step Up online Job Description Form capture the need for many hard skills.

# Preparing for an Intern



## Pre-Summer Checklist

- ☐ Prepare projects for your intern (back)
- ☐ Inform your colleagues of Right Track and your new intern
- ☐ Recruit a mentor or prepare to become a mentor
- ☐ Review the Right Track Supervisor Handbook
- ☐ Attend the Right Track Supervisor Training
- ☐ Meet your intern
- ☐ Onboard your intern
  - ☐ Have them complete the appropriate hiring paperwork
  - ☐ Ensure they have the tools they need (phone, email, computer)
- ☐ Plan orientation
  - ☐ Schedule a time for your interns first day of work
  - ☐ Schedule a time for your intern to meet their coworkers
  - ☐ Outline your organizations work policies
  - ☐ Create an internship calendar
  - ☐ Plan get to know you activities
  - ☐ Who can they ask for help
  - ☐ Review work responsibilities
  - ☐ Discuss goals for the summer
- ☐ Set up your intern's workspace

## Project-Based Learning

Project-based learning provides interns the opportunity to gain deeper knowledge of concepts and ideas through real-world work. We encourage all supervisors to develop at least one long-term project for their intern to work on throughout the summer. Long-range projects provide interns with independent work throughout the summer, the opportunity to explore new topics while building skills, learn about setting deadlines and goals, and feel a sense of accomplishment when complete. At the same time, organizations can get real projects they need done and that could use a new perspective.

### Here are a few tips on planning a good project for the summer:

- Start with one or two for the summer
- Pick an activity with a clear beginning, middle and end
- Bad example – overhauling a marketing campaign
- Good example – launch a digital marketing campaign
- Distinct projects have clear and identified objectives with measurable results
- We all know that everyday tasks and “busy work” is critical to any organization. Interns can be expected to file, scan, and do other daily tasks while also working on their project.



# Planning a Work Project for Your Intern

## Overview

1

### What is the deliverable and how does it relate to your organizations work?

(e.g. prepare a presentation, review policies, updating inventory, creating procedures)

2

### Set clear expectations

Deadlines, example of a finished product

3

### Set practical/tangible goals

Goals should ideally challenge your intern while still being attainable

4

### Choose specific dates or progress points for when you and your intern will meet

It's important to periodically check-in on your interns progress and allow opportunities for them to ask questions

5

### What are the resources needed?

Necessary skills, information provided, computer, tools

6

### Who are their support staff?

The person/people in your organization who can provide assistance

## Possible in-person work projects

- Completing ADA Assessments
- Translating Communications
- Creating Informational Videos
- Event Planning
- Fundraising
- Community Outreach
- Research History of Organization and Plan a Presentation to Company Employees
- Create Educational Materials
- Assist with Research Projects
- Provide Support for Trainings
- Map Inventory or User Base
- Field Research
- Mural or Art Projects
- Photography Project Highlighting Company or Staff
- Creating a Survey or Interviewing Clients to Receive Customer Service Feedback
- Data Base Update
- Specific Organizing or Archiving of Materials
- Laboratory Assistance
- Organizing a Team Building Activity
- Asset Tracking
- Digitize Historical Collections-Create an Online Library

## Possible remote work projects

- Project Management
- Lesson Planning
- Writing Scripts for Marketing Videos
- Creating fliers and Information Sheets
- Video Editing
- Graphic Design
- Project Management
- Market Research
- Story Mapping
- Social Media Campaigns
- Scribing Consultations
- Developing Marketing Plans
- Incident Mapping
- Research
- Database management
- Community Outreach
- Professional Development
- Compile a Data Report
- Updating Marketing Materials
- Social Media Campaign Take-Over
- Create a Public Service Announcement
- Website Review and Development
- Maintain a Company Calendar
- Develop Promotional Strategies
- Plan and Run an Important Staff Meeting
- Resolving Tech Issues/Repairs

# Examples of Project-Based Assignments for Your Intern

Right Track values that we have internship partners from multiple agencies, institutions, and industries and we understand that it may be hard to think of what projects you could realistically give your interns. Here are two examples of projects and presentations that our interns were able to do in the past. If it is hard for you to find a project that will last the whole summer, asking others in your department could widen your ability to find multiple projects for your interns to work on. Ideally, projects would have multiple, varied parts that allow your interns to work on multiple transferrable skills such as data entry, research, and Microsoft Office Suite.

Take a look at two Summer 2019 Right Track Interns—Chan'el and Ahmed who both worked for Saint Paul Public Schools in the Technology Services Department. Chan'el and Ahmed presented their findings on the research project they worked on over the summer. Having final presentations or exhibitions to showcase the work your interns did over the summer is a great way to support the work they completed!



This is Pa Nhia Thao, a Minnesota Department of Agriculture 2019 intern. Pa Nhia mainly performed Data Entry and Evaluation in her role as an intern however as a part of the culmination of her Right Track internship, her supervisor took her into the field to give her context on the summer-long data-entry project she did! This is one of the ways you can engage your interns and help foster their sense of accomplishment for finishing large or important projects you may give them.





## Continued



- Choose one or two specific projects. Interns are great for project-based work. Anything with a clear beginning, middle, and end is a good place to start – and if that project lasts between six and nine weeks, even better. Bringing a marketing intern on board to overhaul marketing or a sales intern to increase leads is vague and intimidating. Instead, hire a marketing intern to launch a digital marketing campaign for college students or an HR intern to update the employee hand-book.
- The more distinct and concrete the projects, the easier it is to identify objectives, give guidance, and measure results. The better aligned the project is with the overall mission of your organization, the happier your intern will be. Interns want to know that their work is needed and mission is critical, so don't come up with a project just for the sake of keeping someone busy.
- Once you know what your intern will actually be doing, craft a job description and submit it online to Right Track.
- We all know that everyday tasks and “busy work” is critical to any organization. It is still ok for an intern to complete jobs for you such as filing, alphabetizing, and scanning, but this kind of work should supplement project based tasks.



## Appendix: Child Labor Laws



### Federal

Prohibited Occupations: (Under Age 18)

- occupations of operating, assisting to operate, maintaining or cleaning (including parts) meat slicers, meat patty forming machines, and meat and bone cutting saws
- occupations of operating, assisting to operate, maintaining or cleaning dough and batter mixers, dough sheeters and dough rollers
- occupations of operating, assisting to operate, loading, unloading, maintaining or cleaning most paper products machines including paper balers, die cutting presses and laminators

### Minnesota

Prohibited Occupations: (Under Age 18)

- any work performed on construction sites
- oxyacetylene or oxyhydrogen welding
- work more than 12 feet above the ground or floor-level using ladders, scaffolding and like equipment
- serve, dispense or handle liquors consumed on the premises
- work in rooms where liquor is served or consumed with the following exceptions: 17-year olds may perform busing or dish washing in restaurants and 16-year olds may provide musical entertainment in restaurants

### Both Federal and Minnesota

Prohibited Occupations: (Under Age 18)

- most motor vehicle driving on any public road or highway
- most occupations in logging and saw milling
- all occupations connected with machines that cut, shape, form, join, nail, press, fasten or assemble wood or veneer
- occupations of operating, assisting to operate or maintaining most power-driven metal forming, punching and shearing machines
- occupations of operating, assisting to operate or maintaining power-driven fixed or portable circular saws, bandsaws and guillotine shears
- operating or assisting in the operation of all hoisting apparatus including forklifts, non-automatic or freight elevators or man-lifts

## Minnesota

### Prohibited Hours and Times of Work (Ages 16 and 17)

- not after 11 p.m. on evenings before school days
- not before 5 a.m. on school days

Note: With written permission from a parent or guardian these hours may be expanded to 11:30 p.m. and 4:30 a.m.

## Both Federal and Minnesota

Proof of age is required for anyone under age 18 by having on record either:

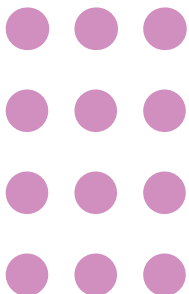
- a copy of birth certificate,
- a copy of driver's license, or
- an age certificate issued by school

## Common Exceptions to Child Labor Laws

- minors employed in a business solely owned by their parent(s) (state) if doing work that is not a prohibited occupation for those under age 18 (federal)
- delivery of newspapers to consumers (a minimum age of 11 years old is set by the state)
- most work for persons in their private homes, such as babysitting and yard work

## Minimum Age for Employment

- 14 years old





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