

# REAL LIFE INTERN MANUAL

## MISSION OF REAL LIFE

Real Life is a peer-mentoring program with a life skills curriculum—benefiting underserved youth in the Salt Lake area, Youthline Service Year students, and other community volunteers.

## ROLE OF INTERN

Real Life Interns are assigned to assist with oversight at one Real Life partner site for the duration of the Real Life year. At their site they will facilitate lessons, manage volunteers, build relationships, and conduct tutoring and homework help. Interns are expected to be at their assigned sites twice a week for two hours. In addition, they will meet monthly with the Program Director

## GENERAL EXPECTATIONS

### **I, the Intern will:**

- Be at my site every scheduled session. If there is a valid reason for absence or tardiness, I will find a replacement and inform the Program Director so that my responsibilities are covered. I understand that unreported absences and/or frequent tardiness will put me at risk for dismissal as an intern and I will forfeit my pay/stipend.
- Attend all training sessions and scheduled meetings throughout the duration of my commitment as an intern.
- Arrive at my assigned site on time and make sure all activities are cleaned up prior to leaving.
- Help maintain the centers by holding students and volunteers accountable for cleanup.
- Collaborate with staff at my site and report any issues or concerns directly to the Program Director.
- Refrain from using my phone while on duty unless it is directly related to Real Life business.
- Take photos of activities to be used for Real Life grants, reporting and social media.
- Not post any photos of local teens to my personal social media. In addition, I will not befriend any local teen on personal social media during the Real Life year.
- Pick up and drop off all supplies for lessons/activities from the Youthline Office.
- Ensure that lessons and activities start promptly and fill the two-hour slot.
- Keep a daily roll of volunteers and verify their hours as needed.
- Dress appropriately (shorts must go to fingertips, shoulders covered, not tight, etc.). This goes for men and women.

## EVALUATION & DEVELOPMENT

You will be evaluated by the Real Life Program Director intermittently and rated on a rubric of effectiveness in the following areas:

1. Effectiveness of communication with:
  - Real Life Program Director
  - Partner organizations' staff
  - Volunteers
2. Effectiveness of management including:
  - Classroom management
  - Volunteer management:
  - Problem solving and conflict resolution skills
3. Effectiveness of organizational skills:
  - Punctuality and attendance
  - Preparation for lessons and activities beforehand
  - Verifying volunteer hours

## WORK WITH PROGRAM DIRECTOR

Interns will be trained by the Program Director to help prepare for the task of managing their assigned site with the organizational, communication, managerial, and planning skills necessary to have a successful year. This includes classroom management skills, teaching strategies, volunteer management skills, and lesson facilitation skills.

Interns will communicate with the Program Director weekly to report successes, problem solve issues, and to receive support. At that time, interns are expected to report any specific feedback about their lesson plans or struggles that they may be experiencing at their site.

## WORK WITH PARTNER ORGANIZATION'S CENTER MANAGERS & SITE STAFF

Each site has a center manager and site staff who are employed by our partners. Their role is to oversee their centers, manage their employees, and oversee the safety and success of the teens. They have the same goals as we do—to enrich the lives of the teenage population in the Salt Lake area. They will help our interns carry out, manage, and support the teens and volunteers. They are to be a resource to our interns, but the intern is responsible for the success of their site and their accountability to the Program Director.

## VOLUNTEERS

Interns will get to know, mentor, and support volunteers. It is expected that the volunteers will be at their assigned site at least once per week for the duration of the program. There is a high expectation of attendance, participation, and meaningful leadership driven service. Volunteers will be accountable to the site intern for being prepared with any assignments they receive as well as maintaining professional behavior while at the site.

## REFUGEE TEEN MENTORSHIP

Interns will help volunteers to connect to, support, and work together with the local teenagers. Interns will ensure that all activities and lessons are safe and inclusive. Our overall goal is to ensure that every teen is mentored, none forgotten. Interns will ensure that volunteers are strategically assigned so that more meaningful mentorship is taking place.

At Youthline, we strive to make sure that our interactions with the local teens are not condescending in any way. Lessons and activities should be thoughtful and respectful. Interns should not assume that students don't know things. Ask questions, treat them as you would expect to be treated if someone were mentoring you.

## INTERN PAY

Interns have two options for pay:

1. \$1,500 stipend to go towards a Youthline service trip
2. Paid per session at \$25/session or \$12.50/hour

Unreported absences and/or frequent tardiness will put interns at risk for dismissal and will result in a forfeit of pay/stipend.

## PROJECTED CALENDAR

### SEPTEMBER

- Interns hired

### OCTOBER– NOVEMBER

- Orientation with Program Director
- Training on classroom management, volunteer management, and lesson planning
- Meet and shadow at your site and get to know the staff.
- Observe professional teachers and practice teaching students

### DECEMBER-MAY

- Real Life program in full swing.

### JUNE/JULY

- Program wrap up
- World Refugee Day