

Internship in Human Services – Internship Agreement Form
Dept. of Counseling and Human Services, Old Dominion University

This agreement is to verify for the University, the Agency, the Site Supervisor, the Course Instructor, and the Student Intern the expectations of the internship experience and to document that all parties have agreed to take part in this academic experience. All parties should reserve a copy of this form for their records.

Internship semester & year

Agency

Student Intern name

Site Supervisor name

The central purpose of this agreement is to collaborate in providing the capstone of formal education of human services students in preparation for practice as human services professionals.

This agreement shall remain in effect for the duration of the student's internship experience at the agency specified above. Termination of this agreement prior to the successful completion of internship requires the consultation of the assigned Site Supervisor, Instructor, Internship Coordinator at Old Dominion University, and the Student.

Some pertinent information on policies and expectations are addressed in this Internship Agreement Form. Please review the Internship In Human Services Handbook for more comprehensive information.

General Policies

- The internship experience is typically a voluntary arrangement with no financial remuneration required by the University or Agency for services provided in the course of fulfilling internship duties; however, some agencies may offer stipends to interns.
- Duration of internship is 1 academic semester (approximately 15 weeks total), following Old Dominion University's official Academic Calendar.
- Students will be allowed to enroll in the 12 credit hour internship course only after (1) all necessary paperwork and completed forms have been submitted to the Internship

Coordinator by the deadline, and (2) the Internship Coordinator has determined (in consultation with the agency representative) that the proposed internship site and experience are appropriate for fulfilling program requirements.

- Internship hours shall be in accordance with agency work hours and shall total approximately 27 clock hours per week for a minimum total of 400 hours. It is understood that these hours may occasionally vary each week according to the needs of the student and the agency. Of the 400 clock hours needed, 100 must be in direct and face-to-face service to clients. All Interns are now able to rollover 50 volunteer hours from HMSV 368 to the internship requirement to count towards the indirect hour requirement.
- The internship experience must be experiential in nature and appropriate to an undergraduate level human services intern. That is, Student Interns must have the opportunity to engage in the following:
 - Direct exposure to human service agencies and clients (assigned visitation, observation, assisting staff, etc.)
 - Actual supervised work involvement in the agency that provides an opportunity to apply academically acquired knowledge and skills and to reflect a gradually widening assumption of responsibilities. It may begin with observations and learning of discrete skills, but later it must include the assumption of increasing responsibility.
 - Assignment of an independent caseload (with appropriate supervision) or assignment of administrative responsibilities within the agency.
- Students cannot begin accruing clock hours towards internship requirements prior to the first day of the academic semester in which they are enrolled for internship. Vacations and holidays shall be observed according to the University calendar, unless otherwise agreed upon by the Agency and Student. The Student will work with the Agency from the first week of classes until the last week of classes for that semester even if they have accrued the minimum 400 hours before the end of the semester.
- The University's liability coverage does not extend to students' personal automobiles. Students are prohibited from using personal vehicles for internship duties.
- Before a Student may begin logging internship hours, the Agency must have a current Memorandum of Understanding (MOU) on file with Old Dominion University. It is the Student's responsibility to confirm whether an MOU exists and, if not, to connect the appropriate Agency contact with the Internship Coordinator to initiate the process.

Roles and Responsibilities

Students will:

- Complete the required Internship Agreement Form and obtain program approval prior to completing any internship activities.
- Complete 400 hours of human services internship work during the internship semester.
- Complete all log sheets, forms, and assignments by the due dates as specified in the Canvas and according to the Instructor.
- Provide a copy of their resume, Certificate of Liability Coverage, the University calendar, Human Services Program Handbook, the Course Syllabus, and the Human Services Internship in Human Services Handbook to the Agency and assigned Site Supervisor.
- Have a background check completed if required by the Agency.
- Be enrolled in the Human Services Internship course and attend all class meetings for the entire length of the internship experience.
- Determine, at the beginning of internship, who he/she will contact at the Agency for emergencies and/or absences and the associated protocol for doing so.
- Construct a written individualized learning plan that is conjointly developed and agreed to by the Instructor, the Student, and the Site Supervisor. This individualized learning plan should focus on helping the student meet the course objectives.
- Complete duties assigned according to the agreement established between the Student and Agency. This includes reporting directly to Site Supervisor regarding client issues during regularly scheduled supervision sessions, as well as outside of regularly scheduled supervision sessions (e.g., in response to client crisis/emergency issues).
- Conduct themselves in a professional manner expected of all human services trainees and human services professionals throughout the entirety of the internship experience. This means upholding and abiding by the Agency's policies and procedures along with the National Organization for Human Services Ethical Standards of Human Services Professionals.

Site Supervisors will:

- Provide supervision, consultation, and evaluation of "on the job" performance of the Intern on an ongoing basis. The Site Supervisor must have a master's degree in a related field or a bachelor's degree with at least 5 years of experience in the human services field (a resume will be required).
- Provide the minimum face-to-face one-on-one supervisory requirements of one (1) hour weekly. Dyadic or Triadic supervision may be acceptable as long as each Intern receives ongoing individualized feedback throughout the duration of the internship.
- Complete the student evaluation materials by the deadline.

- Inform the Instructor of Agency policies and procedures that are relevant to internship assignments and intern activities.
- Maintain close communication with the University in relation to internship activities through available means such as Site Supervisor meetings, correspondence with the Internship Coordinator and the instructor, on-site visits by the Instructor, and telephone and/or e-mail contacts.
- Monitor Student performance and report to the Instructor if difficulties in performance, ethics or other internship related activities arise. If difficulties arise, follow the guidelines for remediation/termination (see end of handbook).
- Evaluate the Student Intern's performance and jointly determine with the Instructor the course grade.
- Ensure that at least 100 clock hours (out of the required 400) are devoted to direct, face-to-face service to clients.
- Provide opportunities for the supervisee to become familiar with a variety of professional activities in addition to direct service (e. g, record keeping, case notes, information and referral, in-service and staff meetings).
- Provide the opportunity for the supervisee to gain experience in the use of a variety of professional resources appropriate for use by an undergraduate student, such as assessment instruments, print and non- print media, professional literature, and research.

The Agency will:

- Assume legal responsibility for the welfare of all clients seen by the Student Intern.
- Ensure that the Student Intern has direct supervision, either by the Site Supervisor or their designee, at all times.
- Follow mandated federal and state statutes in accordance with EEOC and ADA.
- Provide appropriate working conditions and physical arrangements for the Intern, such as desk space for completing paperwork, access to a telephone, and office space in which to meet with clients privately. In addition, provide a clinical instruction environment that is conducive to modeling, demonstration, and training.
- The clinical instruction environment includes all of the following:
 - Settings for individual sessions with assured privacy;
 - Settings for small-group work with assured privacy and sufficient space for appropriate equipment;
 - Necessary and appropriate technologies that assist learning, such as audio, video, and telecommunications equipment;
 - Settings with observational and/or other interactive supervision capabilities; and

- Procedures that ensure that the client's confidentiality and legal rights are protected.

Course Instructors will:

- Provide group supervision, consultation, and evaluation in weekly internship seminar classes.
- Lead and facilitate weekly sessions which all Student Interns will be required to attend and will be available for consultation with the Site Supervisor and Students throughout the duration of placement.
- Make contact (email, phone, or zoom) with the Site Supervisor by the 3rd week of the semester.
- Make at least one visit to student's internship site during the semester. If supervising from a distance of over one hour in travel time, then regular telephone conversations, and/or zoom sessions with the Site Supervisor are required in lieu of a site visit.
- Provide oversight of all student's internship-related activities, including submission of all assignments, logs, and required forms.
- Monitor the number of internship hours accrued by the student (at least 100 hours of direct client contact with 300 hours of indirect contact, for a total of 400 internship hours).
- Review and grade course assignments.
- Review Site Supervisor's mid-term and final evaluations of Student Intern and discuss with Student.

Internship Coordinator will:

- Approve Interns for internship semester, ensuring all requirements are met.
- Approve the internship sites and Site Supervisors, ensuring all requirements are met.
- Coordinate the internship process, including the approval steps prior to the internship semester
- Provide support and guidance to Students during the internship process.
- Provide support for Instructors and, where appropriate, provide training sessions for Instructors.
- Maintain Agency Directory to include sites with a MOU in place.
- Communicate with Agencies and Site Supervisor regarding internship opportunities.
- Provide information regarding the Human Services Program and curriculum in order that the Agency may properly plan and execute task assignments and supervision.

Old Dominion University will:

- Assume responsibility for the administrative duties associated with the academic requirements of the Human Services Internship, including approval of the internship site and experience, maintaining on-going communication with agency representatives through the instructor.

- Designate one Human Services faculty member each academic semester who will be the Instructor for the student and will communicate directly with the Site Supervisor.
- Supervise Instructors and, where appropriate, provide training sessions for Instructors.
- Old Dominion University's registered and enrolled students who are required by their curriculum to participate in supervised and graded practica or periods of service outside the University at various internship sites are covered by liability insurance provided through the Commonwealth of Virginia. This certificate can be found on the program website and in the Handbook.

Procedures for Remediation/Removal of a Student from the Agency

An agency executive, the Site Supervisor, the Instructor, the Internship Coordinator, or the student may initiate a request for removal from an internship placement. In all cases, a written statement, which documents the issues and/or concerns, is to be prepared by the person initiating the action.

At the request of the Agency, the Site Supervisor, the University Instructor, or Internship Coordinator, a student may be removed at any point in the semester from the field placement agency for documented unprofessional conduct or for demonstrable lack of progress in attaining field instruction learning objectives.

The following steps are to be taken in a period not to exceed four weeks:

1. The student will be apprised in writing by the Site Supervisor or Instructor of the specific nature of the concern(s) about his/her behavior, progress in learning, or performance.
2. The person initiating the request will communicate his/her concern, in writing, regarding the student to the Instructor. The Instructor will alert the Internship Coordinator and provide copies of all documentation.
3. In an effort to resolve the situation, a meeting will be held with, at a minimum, the student, Instructor, Site Supervisor, and others pertinent to the situation. The Internship Coordinator will be informed and may be included in this meeting. The purpose of this meeting is to ascertain the facts and give all parties involved an opportunity to raise their concerns, and explore possibilities for resolution of the problem. The possibilities include, but are not limited to:
 - a. Continuation in the agency with a remediation plan (including time limits) for correction in the areas identified as deficient.
 - b. Immediate removal from the agency, without grade penalty, and replacement in another agency to complete the course requirements. A remediation plan must

be developed to help the intern avoid repetition. Only one new placement will be allowed.

- c. Immediate removal from the agency, for documented cause, resulting in a failing grade.
 - d. Student will not be placed in a new agency and must reapply for internship for a subsequent semester.
 - e. Referral for a University Student Code of Conduct hearing
4. In the event the situation is not resolved as a result of this meeting, the matter will be referred to the Human Service Program Coordinator.
 5. If, as a result of these procedures, a student is removed from the Agency for documented unprofessional conduct or demonstrable failure to progress in attaining field instruction objectives, a grade of Fail (F) will be assigned for the course. At that point the student will need to reapply for internship for a subsequent semester.

At the request of a student, a removal from the agency can occur if serious obstacles to the student's learning are occurring. The following steps are to be taken in a period not to exceed 4 weeks:

1. The student will discuss the situation with the Site Supervisor, submitting this request in writing.
2. If the issue remains unresolved, the student will consult the Instructor to discuss the issues and the rationale for a new internship site. The Instructor will provide documentation and notify the Internship Coordinator.
3. If, after the discussion, the matter is not resolved, the Instructor will convene a meeting of the student, the Site Supervisor, and the Internship Coordinator. The purpose of such a meeting would be to ascertain the facts, give all parties involved an opportunity to voice their concerns, and to serve as a basis for decisions.
4. The Instructor in conjunction with the Internship Coordinator will then make a decision in this matter. The possibilities include, but are not limited to:
 - a. Continuation in the agency with a specific plan (including time limits) for correction in the areas identified as deficient.
 - b. Immediate removal from the agency, without grade penalty, and student will be given the opportunity to secure another internship at a different Agency to complete the course requirements.
 - c. Immediate removal from the agency, without grade penalty, and the student will retake the internship in a subsequent semester at another agency.

Signatures

The signatures below indicate each person's understanding of the requirements for the Internship in Human Services at Old Dominion University. The signatures also represent each person's agreement to upholding his or her respective responsibilities outlined in this Internship Agreement Form.

For Agency and Supervisor Completion:

**Agency Representative and MOU contact may be the same or different from Site Supervisor. Please complete all fields even if same person.*

Agency Representative completing this form
(print name)

Agency Representative signature

Memorandum of Understanding contact
(print name)

Memorandum of Understanding contact's
email address

Does Agency have a current MOU in place with Old Dominion University?

Yes

No

Unsure

Site Supervisor (print name)

Site Supervisor email address

Site Supervisor title

Site Supervisor phone number

Site Supervisor's highest degree earned & program of studies:

**Provide resume if highest degree earned is bachelor's degree. Resume should demonstrate at least 5 years of supervision experience in the field of human services.*

Site Supervisor licensure (if applicable):

Site Supervisor signature

Please give a description of the type of human service activities that the student will be doing at the Agency for indirect hours as well as direct contact hours with clients.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

For Student Completion:

- ☐ All required signatures included (digital, electronic, or signature are acceptable)
- ☐ All fields complete (no blank fields)
- ☐ Resume attached if Site Supervisor's highest degree is bachelor's degree

Student signature