



Dear Student and Intern Volunteer:

Welcome to the Step Up's volunteer practicum and internship program! Interns are a vital part of our program's effectiveness and accomplishments in serving adults recovering from mental illness while you learn and practice the skills of treatment and intervention under the guidance of our qualified licensed supervisors.

During your internship, you may be asked to facilitate or even create some of the classes and support groups, help with day to day operations and clinical intakes for new members, assist with general linkage and case management, teach vocational and daily living skills and more. In fact, Step Up was founded by interns and relatives of mentally ill adults who attended local support group meetings of the Alliance for the Mentally Ill and identified the need for a community-based alternative to institutionalization and the isolation in many living environments.

Participants or "members" have a DSM Axis I or II diagnosis of serious and persistence mental illness such as schizophrenia, schizoaffective, bi-polar and major depressive disorders. Over 40% of the 1200 participants are homeless mentally ill individuals. Step Up offers a supportive environment as participants struggle to regain confidence, relearn lost skills, pursue employment, live independently, and escape from homelessness. Services include showers, laundry, hot meals, referrals, classes, support groups, paid job training, housing placement, home visits, and case management. All services are free to members. We are open for services 7 days a week, 365 days a year.

Interning at Step Up is an excellent way to gain insight into homelessness and mental illness, to have an impact on the lives of people less fortunate than yourself, and to receive the sense of well-being that comes from providing services within your community while you complete your educational and clinical experience.

Your support is greatly appreciated and we plan to fully utilize your many talents. Again, welcome and thank you!

Sincerely,

Barbara Bloom, LCSW

Chief Operations Officer



START DATE: _____

END DATE: _____

PROGRAM LOCATION AND REPORTING UNITS

CLINICAL SUPERVISOR: _____

STUDENT & INTERN VOLUNTEER AGREEMENT

Today's Date

Name (First, Middle, Last)

Mailing Address

City

State

Zip Code

Preferred Phone (Home / Business/Cell)

Fax (Home / Business)

Preferred E-mail

Institution Name or Program

Pending License or Degree

Social Security #

Drivers' License #

Date of Birth

Board of Behavioral Sciences or APA or other license number and expiration date.
Please include a copy if applicable.

Institution Advisor or Professional references

First and Last Name

Title

Telephone

Personal References

First and Last Name

Relationship

Telephone

EMERGENCY CONTACT INFORMATION

Print Name _____

Date of Birth _____ Home Phone () _____

PRIMARY EMERGENCY CONTACT

Name _____ Relationship _____

Address _____

Day Phone Numbers _____ Other (cell) _____

Secondary EMERGENCY CONTACT Optional

Name _____ Relationship _____

Address _____

Day Phone Numbers _____ Other (cell) _____

PHYSICIAN & MEDICAL INSTRUCTIONS

Name of Physician _____

Phone Number _____

Insurance _____

Allergies _____ Penicillin? yes no

Other medical conditions such as diabetes, history of seizures, etc.

Step Up

STUDENT & INTERN VOLUNTEER

JOB DESCRIPTION:

While interns are placed at Step Up, they are expected to take on the role of learner to further their education and augment their studies. They will also be asked to assist staff with the day to day operations of the agency, as needed or assigned.

Interns have the opportunity to participate in the following activities:

1. Create and facilitate socialization, educational support, and therapy groups within their scope of practice and degree program.
2. Take responsibility for and be assigned specific clients (DMH, City of Santa Monica or other authorities) for partial or full care under the direct supervision of the assigned supervisor or field instructor. They will ensure all necessary documentation is complete, reviewed and co-signed by their clinical supervisor or designate.
3. Assist with day to day operations of our Client Run Centers as needed and requested. Perform new member intakes and clinical assessments within their scope of clinical practice.
4. Evaluate program effectiveness and design; present an analysis for improvement under the aegis of their clinical programs. Take on special projects as approved, requested, desired or assigned.
5. Provide assistance with life skills and case management in the community and our housing properties, in addition to in office therapy sessions.
6. In certain programs, transport clients in service to specified care and plans, if cleared by insurance and assigned by supervisor or field instructor.
7. Participate in scheduled educational seminars and clinical supervision, both individual and group and defined by their program or licensure requirements.

QUALIFICATIONS:

The qualifications for internship are commensurate with the qualifications for paid staff positions, i.e. a baccalaureate degree in mental health (or in-progress); previous experience at a social service agency; and appropriate levels of job skills for the tasks performed at Step Up. All interns are expected to adhere to the policies and procedures of Step Up and may be counseled or terminated for any breach.

All interns must provide proof of individual professional liability insurance; current enrollment with a qualified university program, with a signed agreement in place with Step Up. Complete the minimum hours required by the program and report all absences to the assigned supervisor. Interns who do not meet these requirements may not receive a complete evaluation or may be asked to leave the program.

PLEASE RESPOND TO THE FOLLOWING

1. Describe any previous experience (professional or volunteer) working with individuals or families living with mental illness.
2. What are your educational objectives or requirements during your internship?
3. What is your current availability? Please specify weekdays, evenings, weekends, etc.
4. Describe any special skills relevant to your volunteer experience at Step Up (e.g., facilitating groups, teaching classes or workshops, graphic design, fundraising, event production, community education, job training, specialized professional services, etc.)

THANK YOU!

Notes:

GUIDELINES FOR INTERNS

1. Scope of practice. Step Up is a social rehabilitation center with specific contracts through the Department of Mental Health and other like funders. Interns may provide psychotherapy or group or individual counseling only while under the clinical supervision of a Step Up licensed supervisor. State law and insurance restrictions require unlicensed interns to have all documentation including assessments reviewed and counter signed by their designated supervisor or other licensed staff. Each student must show proof of coverage for professional liability insurance either through their educational institution or individual policy.

2. Confidentiality - As a condition of internship to help mentally ill adults at Step Up on 2nd, I agree not to divulge any information obtained in the course of such involvement to unauthorized persons. I further agree not to publish or otherwise make public any information regarding individuals who receive services. I understand that the unauthorized release of confidential information may make me subject to a civil action under provisions of the Welfare and Institutions code, pp. 5328-5330. I further understand that I must comply with all HIPAA regulations and guidelines and when in doubt I will check with my supervisor.

3. Solicitation - Step Up complies with Article 9 of Chapter 4, Division 3, Section 6150 of the Business and Profession's Code of California, which prohibits unlawful solicitation. Interns are strictly forbidden from referring participants to a private attorney or offering legal recommendations. Any client in need of an attorney will be referred to the Los Angeles County Bar Association.

I understand that I may not provide referrals or solicit for private attorneys. I further agree not to refer Step Up members to other professionals outside Step Up.

4. Transportation - I agree that I will not use my own transportation on Step Up business unless Step Up Human Resources confirms in writing this is approved. I understand that Step Up will check my driving record and will require copies of my car insurance and valid California Driver's License. Interns must get clearance from their clinical supervisor or program manager before transporting any SUOS participants.

5. Abuse Reporting - Staff of Step Up on 2nd are obligated to report reasonably suspected instances of child abuse or abuse of elderly, dependent, or disabled persons. If, as an intern, I suspect that a participant is endangered by any form of abuse (physical, emotional or financial), I will inform my clinical supervisor or any program manager immediately so reports can be made to the proper authorities.

6. Waiver of Liability - As an intern at Step Up, I shall indemnify and hold harmless Step Up Street, Inc., its Board of Directors, employees, and interns from and against any and all loss, damages, injury, liability, claims, suits, costs, and expenses, whatsoever.

I agree to follow the rules and procedures of Step Up.

Signature

Date

ETHICS AND VALUES

By assuming an intern role at Step Up, we ask that you comply with the following Code of Ethics. Each of these policies is designed to ensure a safe, supportive environment for staff, participants, and interns.

1. Your safety is primary. If you ever feel threatened, if a participant is behaving in a threatening manner or if you suspect a participant is feeling suicidal/homicidal, inform your clinical supervisor or available staff immediately. **Do not attempt intervention yourself.**
2. Maintain appropriate boundaries with members and do not engage in social activities or other contact with participants outside of the center. This would include but is not limited to making loans, providing transportation, distributing your home phone number or address, offering employment or housing, permanent or temporary. *Step Up strictly forbids interns from engaging in sexual relationships or illegal activity with anyone receiving services here or SUOS staff.*
3. Respect confidentiality. Please do not discuss Step Up participants by name outside of the center or disclose their personal information. Confidential information should be shared with staff only.
4. Never make any statements to the media about Step Up or its members without the approval of the CEO or V.P of Community Development. All fundraising solicitations, public speaking engagements, and promotional activities must be approved by the CEO or V.P of Community Development.
5. If you observe any other volunteer or staff person behave in an inappropriate or unethical manner, you must inform your clinical supervisor or any executive manager immediately.

I understand the ethical policies above. I agree to uphold and abide by Step Up's ethical policies and to seek clarification from staff when needed.

Signed

Dated

SAFETY RULES FOR STEP UP INTERNS:

1. Work Safely! Learn the rules and practices of safety and apply them. Report possible hazards to a staff person immediately.
2. Maintain a clean and safe center. Keep aisles, work space, and program area clean, clear of debris, and well lit. Do not block fire extinguishers, sprinkler valves, sprinkler heads, or emergency exits. Close drawers and store belongings securely. Refrain from stacking objects. Report potential hazards. Any condition or practice that you suspect of being unsafe or hazardous must be reported immediately to a staff person.
3. Do not operate any equipment that is not in safe condition. Remove defective machinery from the program area to be repaired or disposed of safely.
4. Lifting/Ladder Use. Keep your back straight; bend at the hips and at the knees so that you are closer to the load. Lift with your leg muscles and not your weaker back muscles. Do not lift heavy or awkward materials or any weight over 40 lbs. by yourself. Use the hand truck. Inspect all ladders before use. Do not lean the ladder against a movable object or tool close to the wall. Only one person on the ladder at a time. When ascending or descending, grasp the side rails or rungs with both hands. Do not use a stepladder as a straight ladder.
5. In case of an accident. Report all accidents, no matter how slight the injury, to a staff person immediately. Prevent infection - obtain or administer first aid immediately. First aid kits are located in the member services office as well as all other departments.
6. Be observant. Watch for tension between participants and warning signs of possible aggressive or suicide attempts. Inform staff immediately. Early intervention through a coordinated staff effort can prevent escalation of incidents.
7. Adequate coverage. No volunteer or staff person should ever be alone with a member in the building. A supervisor or their designee should be on the premises at all times during business hours. During regular operating hours, at least two staff must be "on the floor" preferably one male. First floor staff must notify their supervisor before leaving the building.
8. Be respectful of Non-Smoking Policy. Smoking is not allowed in program areas of the building or in any satellite office or outdoors immediately surrounding the building.
9. Seek clarification. If you are given instructions that you do not understand, ask questions rather than proceeding. If you consider an assigned task to be dangerous or have a medical/physical limitation, notify a supervisor.

I have read, understood, and agree to abide by the above safety procedures related to my position at Step Up on 2nd.

Signature

Date

TRANSPORTATION

All staff and interns who use their own car for Step Up business must have a valid driver's license and be insured and have prior authorization from their supervisor.

Examples of Step Up business:

- Any type of errand
- Outreach to member's homes
- Job coaching

If you are unable to meet the above criteria but still require transportation in order to meet the demands of your job, please see your clinical supervisor or Program Manager who will arrange for bus fare.

Confirmation of your compliance with the above policy will be obtained each year.

I have read and understand Step Up's Transportation Policy. I agree that I will not use my own transportation on Step Up business unless I am fully insured and hold a valid California driver's license.

Signature

Date

MEDICAL CONSENT FORM FOR INTERNS

I understand that there is always the possibility that an accident could occur while I am volunteering at Step Up on 2nd. Therefore, in case of an emergency, I the undersigned:

Hereby authorize Step Up on 2nd to consent to any X-ray examination, anesthetic, medical, or surgical diagnosis or treatment and hospital care rendered by a licensed physician under the provisions of the MEDICAL PRACTICE ACT, or to consent to any X-ray examination, anesthetic, dental, or surgical diagnosis or treatment and hospital care to be rendered by a dentist licensed under the DENTAL PRACTICE ACT.

I understand that, whenever possible, I will be asked to give consent in person and that immediate attempts will be made to reach my designated emergency contact. I understand that I am financially responsible for costs incurred by medical treatment.

Signature

Date