



WORKSITE SUPERVISOR MANUAL



workNet DuPage Career Center

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OBJECTIVES OF INTERNSHIP PROGRAM

- Provide work experience which will develop good work habits and useful skills that the intern will be able to carry forward into future employment.
- Provide an opportunity to gain experience utilizing skills obtained in an academic setting.
- Provide documentation of skills developed as a result of the internship experience and the opportunity to add the skills and work experience to his/her resume.

WORKSITE SUPERVISOR INFORMATION

The role of the worksite and the worksite supervisor is to provide well-structured and meaningful work experience in a carefully supervised environment. Worksites that participate in the workNet DuPage Internship Program play an important role in the program by training and supervising the intern(s) assigned to the worksite. The quality and effectiveness of the program is dependent upon the relationship established between the intern and the worksite.

In establishing this relationship, worksites should keep in mind that:

- The worksite supervisor(s) who will train and supervise the intern will be the contact person for the intern and will have primary responsibility for establishing a professional relationship with the intern.
- The worksite's input through the worksite supervisor will be critical in evaluating the intern's performance and documenting all intern achievements and will also establish an effective working relationship between the agency and workNet DuPage. The worksite supervisor will serve both as an agent between the intern, the worksite and workNet DuPage and will be the source of documentation of all worksite activities.

OPERATING PROCEDURES FOR WORKSITE SUPERVISORS

Presence of Supervisor at Worksite – As a worksite supervisor, it is important for you to be at work during the hours that the intern is assigned to work. If there are any problems in being present, please make necessary provisions for an alternate supervisor to be present and inform the intern of any changes.

Intern Absence and Tardiness – Interns are expected to inform their Worksite Supervisor prior to the time they are scheduled to start work if they will be absent or late. Excessive tardiness or absence by an intern should be addressed with the intern and the workNet DuPage Counselor. The workNet DuPage Counselor and Worksite Supervisor should work together to recognize the problem early and discuss it with the intern for corrective action.

Intern and Worksite Evaluation – Interns will be evaluated on a regular basis. At a minimum, the Worksite Supervisor will be required to complete an evaluation of the intern after one month on the job and at the conclusion of the internship. The evaluation should address the intern's performance on the job especially as it relates to the initial job description. This should include information about the intern's work ethic, interpersonal skills, and other professional skills. Punctuality, attendance, and skills learned on the job should also be addressed. The intern should have the opportunity to offer his/her own comments and

feelings about the evaluation. It is recommended that the intern read and discuss the evaluation with the supervisor before signing it.

Monitoring and evaluation of the Worksite will be conducted in the following ways:

The workNet DuPage counselor will visit the Worksite at least once during the intern's participation to ensure the worksite agreement is being upheld.

If the counselor observes any serious Worksite problems, or if questions arise about compliance with the Worksite Agreement, the counselor will address the problems with the worksite supervisor. If the problem(s) cannot be resolved the counselor will address the issue with the workNet DuPage supervisor who will then contact the Worksite Supervisor

Should a single worksite employ (4) or more interns during the course of the Worksite Agreement a monitoring visit will be conducted by the workNet DuPage Technical Services Unit.

Cooperation of the worksite and worksite supervisor is critical for gathering the necessary information on the program's performance and outcome. The workNet DuPage Staff will organize the monitoring process to minimize disruption of worksite activities.

Worksite visits are specifically conducted to:

- Ensure that worksites are fulfilling their responsibilities to give interns meaningful and relevant work experience during the hours they are onsite.
- Determine that the activities on the sites comply with the Worksite Agreements, Worksite Applications and relevant regulations.
- See that the worksites maintain satisfactory supervision and safe working conditions.
- Make recommendations for improvement or corrective action as necessary
- Re-visit worksites where monitors report problems.

WORKNET DUPAGE STAFF INFORMATION

Role of workNet DuPage Staff:

The workNet DuPage staff is responsible for the day-to-day implementation and administration of the program. Specifically, the workNet DuPage staff will:

- Refer appropriate clients for potential internship opportunities.
- Recruit worksites.
- Administer payment of wages of all interns in the program.
- Orient worksites, staff and intern(s) to the Internship Program.
- Ensure compliance with state and federal regulations.
- Evaluate each worksite, determines its compliance with regulations and worksite agreements and ascertains its present and future stability in the program.

OPERATING PROCEDURES FOR WORKNET DUPAGE STAFF

TIMESHEET INFORMATION

Worksite Supervisors will be responsible for completing timesheets, obtaining necessary signatures, and turning them into the workNet DuPage Counselor in a timely fashion.

The payroll schedule will be provided by the workNet DuPage Counselor.

Each timesheet will be a record of name, daily time in and out and number of hours worked and will include signatures of intern, supervisor, and counselor.

The workNet DuPage Counselor's Responsibilities:

- Maintain the effectiveness of the timesheet process and procedures at each worksite.
- Maintain accurate procedures, once worksite Supervisors have monitored and verified all intern timesheets.
- Ensure that the Worksite Supervisor has a copy of the timesheets which must be made available to monitors if necessary.
- Ensure that completed timesheets with worksite supervisor, intern and workNet DuPage Staff signatures are turned into the DuPage County Finance Department for processing in a timely fashion.
- Ensure that the intern(s) have an adequate supply of timesheets to allow for accurate record keeping of intern work hours.

KEY POINTS GOVERNING THE INTERNSHIP PROGRAM

- Interns will work a maximum of 29 hours per week for the duration of the internship. The schedule in the worksite agreement must be adhered to.
- Interns will be paid at a rate determined by DuPage County.
- Interns will not be paid for time not worked. Therefore, they may not be paid for lunch hours or if they are absent for any reason.
- The Worksite Agreement must always be available at the worksite, for reference and for monitoring purposes. If a worksite has a satellite worksite separate from the primary worksite, each satellite must also have a copy of the Worksite Agreement on site.
- There must be adequate accountability for intern time and attendance. Interns must record their hours worked each day and sign them at the conclusion of the pay period.
- Worksite must provide interns with adequate supervision, adequate equipment, and meaningful work. Should an intern require additional supplies or equipment that are necessary for the job, the workNet DuPage Counselor should be contacted if the intern needs financial assistance to purchase the necessary supplies or equipment.
- Every intern must receive an orientation to the worksite. The orientation should include:
 - introduction of the intern to the staff at the worksite, explanation by the worksite supervisor of the work to be performed, clarify job expectations, review work schedules and timesheet and payroll procedures.
- Every worksite must be safe and sanitary.
- Political and religious activity is not allowed; lobbying is not allowed; union activity is not permitted.

ACCIDENT PROCEDURES

The key to a safe worksite is accident prevention. All worksite supervisors are expected to encourage those around them to use safety precautions on and around the worksite.

PROCEDURES FOR REPORTING INTERN ACCIDENTS

- If an intern sustains an occupational injury which requires medical attention during work hours, he/she should immediately notify the workNet DuPage Counselor.
- The worksite supervisor must complete the DuPage County Supervisor Statement of Injury/Illness (see Appendix) and return it to the workNet DuPage counselor within 24 hours of the incident.
- The intern must complete the DuPage County Employee Statement of Injury/Illness as soon as possible (see Appendix)
- The intern is responsible for informing the treating physician that the injury is work-related and that all claims should be forwarded to the DuPage County Human Resources Office.
- The intern is responsible for notifying his or her supervisor and counselor when he or she is released to return to work from a work related injury or illness. Written notification from the physician, specifying work restrictions, if any, is required before the employee can return to work.

PAYROLL PROCEDURES

Ensuring that each intern receives a paycheck according to schedule is an important part of the Internship Program. In order to do so, payroll must be processed in a timely manner.

The worksite supervisor, the workNet DuPage Counselor and the intern must work together in order to ensure the payroll is executed correctly and efficiently.

TIMESHEETS

All interns are required to complete their timesheets on a daily basis. The intern is required to sign in and out for his/her lunch period. Since interns are only paid for hours worked it is very important that these times are accurate.

Although interns are not paid for holidays or absences, please indicate on the timesheet the reason for the absence:

E = Excused Absence

U = Unexcused Absence

X = Any day intern is not scheduled to work

H = Holiday

Please do not use white out on any intern timesheet. If a correction needs to be made simply draw a single line through the error, initial it and make the correction.

Be sure to have the intern complete the timesheet daily, waiting until the end of the pay period and attempting to remember hours work inevitably will lead to mistakes. The worksite supervisor should verify the intern's timesheet and sign accordingly.

Timesheets must always be completed in blue ink. Pencil should never be used to complete or sign the timesheet.

workNet DuPage Counselors will be responsible for ensuring that the intern and/or worksites have an ample supply of timesheets. Counselors should be contacted if the worksite needs a new supply.

PAYCHECK DISTRIBUTION

Paychecks will be sent by the DuPage County Finance Department to the workNet DuPage Counselor who will coordinate with the intern for pick up.

LOST, STOLEN OR MISPLACED CHECKS

In the event that an intern needs a check replaced, the following procedure must be followed:

- Intern should immediately notify his/her counselor.
- The counselor will then notify the Finance Department of the need for a check replacement.
- The Finance Department will prepare an affidavit for the intern to sign to verify the reason for check replacement.
- It will be the responsibility of the intern to make arrangements with the counselor to sign the affidavit.
- The counselor will then file the affidavit with the Finance Department and keep the intern informed as to the status of the replacement check.

I have received a copy of the Worksite Supervisor Manual. It has been reviewed with me by a staff member of workNet DuPage and I understand its contents. If I have further questions or need clarification on any of the information contained in the manual, I will contact the workNet DuPage Staff.

Worksite Designated Rep. (printed)

Worksite Name

Signature

Date

Supervisor Name

Worksite Name

Signature

Date

Supervisor Name

Worksite Name

Signature

Date

Supervisor Name

Worksite Name

Signature

Date

Supervisor Name

Worksite Name

Signature

Date

APPENDIX

EQUAL EMPLOYMENT POLICY

WORKSITE APPLICATION

WORKSITE AGREEMENT

MONITORING INSTRUMENT

INTERN TIMESHEET

DUPAGE COUNTY EMPLOYEE STATEMENT OF INJURY/ILLNESS

DUPAGE COUNTY SUPERVISOR STATEMENT OF INJURY/ILLNESS

DUPAGE COUNTY INJURY/ILLNESS WITNESS STATEMENT

DUPAGE COUNTY REFUSAL OF MEDICAL TREATMENT FORMS