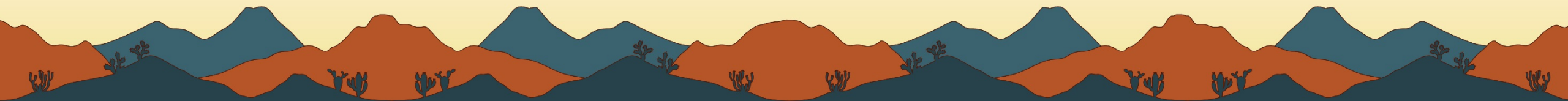


2017 NACSA LEADERSHIP CONFERENCE

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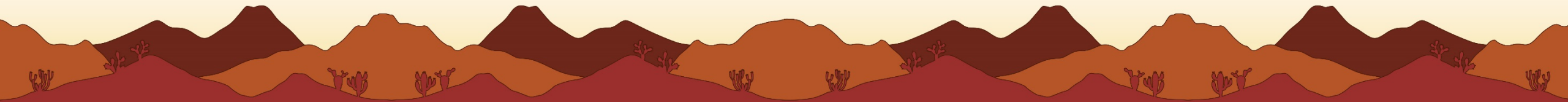
BUILDING CAPACITY THROUGH INTERN RECRUITMENT

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NACSA Leadership Conference

Wednesday, October 18, 2017

1:45-3:00 p.m.



AUDIENCE INVENTORY

Assess your agency's "intern-readiness":

- Do you already have an internship program?
- Are you interested in starting a program?
- What implementation barriers have you encountered (or do you anticipate)?

CHARGE TO PARTICIPANTS

NACSA is interested in supporting this type of initiative amongst operators.

- As we move through this presentation, think of how you might implement a successful internship program at your agency.
- What supports could NACSA provide to make this type of initiative viable at your agency?

THE BASICS

Why should we have an internship program?

- Program benefits

What should it look like?

- Program description

How do we implement?

- Recruitment
- Management (onboarding and oversight)
- Funding considerations

When should we begin?

- Operating context and “red tape”

WHY?

Internship programs have numerous benefits.

When implemented successfully, internship programs provide:

- Additional operational capacity (for a very low cost)
- Stronger relationships with surrounding colleges, universities, and community groups
- Increased leadership opportunities for existing staff
- Branding and awareness building opportunities
- *Easy and effective succession planning options!*

WHAT?

Your internship program should be designed to fit the needs of your agency/office.

Program Design:

- When designing your program and developing a job description, consider the following:
 - Agency mission/vision
 - Short-term/long-term office needs
 - Available funding
- Georgia's program was designed to:
 - Build agency capacity without increasing/funding additional full-time staff, relieve existing staff of administrative and ad hoc research duties, and assist with legislative tracking when needed.
 - As a result, we developed a simple [job/program description](#) aimed at recruiting graduate students (researchers/young professionals) and clarifying job responsibilities.

HOW? (PART I -- RECRUITMENT)

Implementing a successful internship program takes oversight.

Recruitment:

- Recruit with intentionality, and get the word out! Align recruitment with identified need, and shop your job description/announcement with the right people.
- Capitalize on opportunity: Many college/grad students have fellowship/intern requirements as part of their degree program! Find out which ones, and advertise with those departments!
- Potential talent pools include:
 - colleges and universities (specific departments; identify the right point people!),
 - non-profits, community groups, civic organizations

HOW? (PART II -- MANAGEMENT)

Implementing a successful internship program takes oversight.

Management:

- Task a staffer to manage the program. (It should be in someone's job description!)
 - In Georgia, we utilize our Business/Ops Manager (Office Manager) to manage the intern program.
 - In exchange for overseeing the program, he/she acquires management/leadership experience that not otherwise be embedded within that particular position.
- Program management includes:
 - screening/interviewing applicants (tip: request writing samples!),
 - onboarding/training interns upon hire (communicating office norms and expectations),
 - establishing and monitoring intern work schedules,
 - assisting with the completion of paperwork/timecards, and
 - (most importantly) serving as a liaison between staff and interns (i.e. organizing intern assignments, and ensuring interns have what they need to produce deliverables on time.)

HOW? (PART III -- FUNDING)

Implementing a successful internship program takes oversight.

Funding:

- GET CREATIVE! Every office can afford an intern program.
- Funding options include:
 - Hourly wage (capped at X number of hours/week),
 - Annual/bi-annual/semester stipends
- Work with college and universities to ensure your program meets their needs. Some (lucky) students are able to work for free in order to fulfill degree requirements.

WHEN?

Your agency is ready to launch an internship program AFTER assessing need, developing a job description, identifying an appropriate oversight structure, and recruiting a qualified group of candidates.

- Are there other steps you need to complete before implementing your program?
- What approval (internal/external) do you need to obtain prior to implementation?

FINAL QUESTIONS

- Based on this discussion, how many of you think an intern program would help solve an agency need?
- What resources can NACSA provide to assist you with planning and implementation?



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