



125 8th Street North, Fargo, ND

(701) 850-0302

info@weareunseen.org

www.weareunseen.org

Unseen Internship

Intern:

Marketing Internship, Summer 2018

Hours per week: 10-15

Duties:

- Stock internal pieces (brochures/thank you cards/envelopes/connection cards/etc.)
- Proof reading of internal pieces
- Social media marketing -
 - Instagram stories, scheduled social media posts (Facebook, Instagram, Twitter), etc.
 - Brand Ambassador program
- Merchandise upkeep - t shirts, hats, etc.
 - Think of new products, designs, etc.
- Schedule/organize small scale events - speaking engagements at churches, businesses, etc., mini campaigns at donors' homes
- Booth - upkeep and attendance

Qualifications & Requirements:

- Good writing skills (able to condense information into a clear and engaging way)
- Ability to field content that should and shouldn't be posted
- Teamwork and communication skills – will work closely with other interns and staff
- Willingness to learn and a drive to be proactive in seeking knowledge
- Leadership ability (will need to delegate tasks and utilize volunteers)
- Time Management skills
- Access to a vehicle on a daily basis.
- A good fit with Unseen's mission, partners, culture, and Unseen team.
- Positive can-do attitude. Proactive. Self starter. Problem solver.
- Must be available for Fall Fire
- Must be comfortable with our very friendly (hypoallergenic) office dog, Kahuna



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Welcome!

Congratulations! You have joined our team of international team of artists, advocates, and visionaries, committed to using our talents to facilitate change in the world. We are a 501(c) 3 non-profit creative arts organization whose mission is to unite with other non-profits and missions groups in need of professional multimedia and marketing materials.

This manual will provide you with a statement of Unseen’s guidelines regarding your intern work -- its benefits, opportunities and privileges, as well as the policies and procedures that govern our intern programs. This manual will also outline your own obligations as an intern for the Fargo branch of Unseen and your responsibility to uphold the values and integrity of the entire organization.

Your supervisors for the semester will be Kelsey Hanson and Melanie Iverson, so feel free to go to them with questions about your role at Unseen!

<p>Than Beardson, Executive Director than@weareunseen.org 701-361-6694</p>	<p>Jenny Matthes Operations Director Jenny@weareunseen.org</p>	<p>Katie Morrow Office Manager kmorrow@weareunseen.org</p>	<p>Keely Ronnevik Marketing Coordinator Keely@weareunseen.org 218-205-0998</p>
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General Intern Policies

Limitations on Intern Service

Interns serve Unseen at the sole discretion of the organization. Interns may voluntarily leave the organization at any time and may be asked to leave the organization at any time.

Involving Unauthorized Individuals

Family members, friends, significant others, etc. that have not gone through the formal intern process and received appropriate training are not authorized to participate in organization activities that require authorized Unseen interns. Such instances include but are not limited to current projects and assignments involving money exchange.

Length of Service

Interns are assigned to specific positions for a set period of time, generally one to two school semesters. Interns are neither expected nor required to accept a new position at the end of this time, although they are welcome to do so based on staff approval and/or request. Interns may seek the same intern position again, a different intern assignment, or may retire from intern service.

Absenteeism and Punctuality

Be punctual and conscientious in the fulfillment of duties assigned. If you are unable to arrive for a scheduled shift, training, or meeting, please let the appropriate staff member know as soon as

possible for approval. Continued absence from assigned shifts, trainings, or meetings, with or without notice, may lead to reassignment or termination.

Voluntary Termination

If an intern decides to resign from their intern position, the executive director should be notified. Interns are asked to give at least a two-week notice when terminating their intern service. Interns are also asked to participate in an exit interview and to share reasons for leaving, suggestions for improving Unseen, and possibilities for future involvement with the organization. At the exit interview, interns will be required to return all the Unseen property and remove all personal property from the Unseen office.

Confidentiality

All information concerning clients, staff, financial data, business records, and employees is confidential. No information about donors or other interns may be released without specific authorization. The board of directors, staff, and clients rely on our interns to follow this rule of confidentiality, and you are asked to sign a confidentiality statement when you apply as an intern. Failure to maintain confidentiality may result in termination of the intern's relationship with the agency.

Borrowing and Lending

No interns of the organization shall loan or borrow any materials, documents, equipment or property without prior consent from office staff.

Alcohol and Drug Use

Interns are subject to immediate dismissal if they are under the influence of illegal drugs or alcohol while performing their intern duties.

Illegal or Unethical Behavior

Interns are likewise subject to immediate dismissal if they engage in any activity that might be construed as sexual harassment, illegal/unethical behavior or practices, or use of the organization's name, equipment, or materials for any illegal or unethical purposes. Any intern observing another intern or staff member engaged in unethical or illegal activity should immediately report the activity to the executive director.

Conflict of Interest

An Unseen intern acting in an official capacity, shall not take any action that would result in the intern's financial benefit or the benefit of the intern's immediate family members. Interns will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from the community. Any potential conflict of interest should be disclosed. It will not preclude intern service if it is declared appropriately.

Theft

Theft or pilferage of cash or merchandise by a client, intern, or salaried staff member is a serious offense and should be reported to the executive director. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure and our community reputation are based. Theft is cause for immediate dismissal.



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Access to Program Property and Materials

As appropriate, interns shall have access to organization property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for organizational or mission-specific purposes.

Agency Representation

All actions or statements that reflect on, cause obligation to, or affect financially Unseen must have prior approval by agency staff. These may include, but are not limited to, advocacy in the government or other organizations, statements to the press, the signing of contracts, or assuming financial obligations. Interns taking on such responsibilities must have these duties clearly defined in their job descriptions.

Abuse

Interns witnessing physical, mental, or sexual harassment must report it immediately to the Executive Director. The organization does not condone and will vigorously prosecute any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the Executive Director or other appropriate staff.

Dress Code

Unseen is a professional organization that deals with a large volume of clients, donors and supporters. Your dress must reflect the organization appropriately. As a creative group, you are encouraged to look your best, whatever that interpretation is. Interns may be directed to alter their dress if it reflects poorly on Unseen.

Safety

The safety and health of interns is important to us. If you should encounter an unsafe situation in your work or observe others working in an unsafe manner, attempt to resolve the situation and report any ongoing safety problems to appropriate staff. If you are ever in an uncomfortable situation where you feel you are jeopardizing your health or safety, immediately remove yourself from that situation. If you see any practice that you feel puts you at a health risk, please notify a staff member. We encourage your ideas and suggestions about how we can create a safer workplace for everyone's **spiritual, emotional, mental, and physical** health.

Injuries

If you or someone else is injured while performing intern duties, report the incident to staff **immediately**. Though a work-related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail to establish a claim should complications follow. For your protection, be sure to fill out an accident form for any injury, no matter how minor it might seem. This is necessary to satisfy our insurance coverage requirements.

Accident Reports

If an intern is injured while interning, the accident should be reported at once to your support person or the office manager. An accident report must be completed within 24 hours. Report any unsafe conditions or defective equipment you observe to your support person or the office manager.

Intern "Housekeeping" Items

- Record hours worked (ask staff member where to keep this record)

- **Punctuality** is crucial to your success. Please respect the time of others by being on time.
- **You are required to inform your supervisor if you won't be able to make it to your shift on time. After the third instance of not communicating with a staff person and not showing up at your appointed time, it will be considered a voluntary withdrawal from the internship program.**
- Written communications are to be cleared by the staff member who assigned it to you before you leave the office or send pieces out, including business letters, emails, thank you notes, etc.
- If you're not sure about something, ask.
- When handing off a project to another intern or volunteer, make sure they understand what is needed, and be sure to let a staff member know who has it.
- Please keep your workspace clean and picked up.
- Make sure to update us with your personal contact information.
- Follow your assigned cleaning schedule if applicable

Intern Remediation and Termination

This policy is based on the belief that every intern should be accorded objective, consistent, and equitable treatment should violations of Unseen' standards and policies occur.

Each intern will be given a fair chance to improve performance or to correct a problem by progressive remediation. The intern's staff supervisor is responsible for sitting down with the intern, explaining the seriousness of the policy violation or the need for improvement, and informing the intern that further action may have to be taken to protect the organization, its image, or its clients. There are two reasons for undertaking remediation:

1. Work has been neglected and/or performance has fallen below acceptable levels.
2. The intern's conduct has violated an organizational policy, code of ethics, or written standard.

If progressive remediation fails to correct performance, the intern's affiliation with the organization may be suspended or terminated. In exceptional cases, such as theft or misappropriation, termination will be immediate.

Disciplinary Actions:

- **Verbal Discussion**
 - This is a conversation between the salaried staff supervisor and the intern, held in private, to correct a recurrent problem by bringing it to the intern's attention in a serious but friendly manner. A written notation of this discussion will be placed in the intern's file.
- **Written Plan**
 - This is a more formal documentation, used after a verbal discussion has occurred and no adequate change in performance has resulted. The supervisor should describe the performance in question and with the intern outline a plan for supporting the intern in improvement or change. This conversation will be documented by the supervisor, signed by the intern and placed in the intern's file. It should also document the intern's own feelings and concerns.
- **Serious Violations**
 - The following are considered to be some serious violations that are grounds for immediate cancellation of intern status once the organization has a reasonable belief that these violations have occurred. Examples cannot be listed to cover every

situation, so the executive director may term other offenses “serious” that are not specifically mentioned here. Examples include:

- **Falsifying reports, records or expenses.**
 - **Physical, verbal or sexual harassment.**
 - **Negligent or willful damage of property.**
 - **Theft.**
 - **Unlawful discrimination.**
 - **Willfully endangering the safety of others.**
 - **Working under the influence of intoxicants.**
 - **Insubordination.**
 - **Speaking negatively of the organization or its staff/clients/interns.**
- **Termination**
 - Termination is the last step of the disciplinary system. It signifies that Unseen has concluded that the intern’s performance is unacceptable and further service is not warranted. Unseen recognizes two types of termination for the implementation of this policy:
 - **Planned Dismissal**
 - A planned termination occurs after unsuccessful remedial action. The organization will not terminate any intern for incompetence unless the intern has been given an opportunity to improve.
 - **Immediate Dismissal**
 - In exceptional cases discharge may result immediately after a major violation of the organization’s rules and regulations. In this event the early stages of the usual disciplinary procedure are bypassed. Interns convicted in a court of law of a violent and felonious crime, or a crime of moral depravity will receive immediate dismissal.

Unseen Internship Agreement

Intern Code of Ethics & Responsibilities:

Interns should understand and support the philosophy that, as uncompensated staff, they are subject to a code of ethics similar to the code that binds professionals in any field. Upon engagement with the organization, interns must sign a confidentiality and ethics agreement and then affirm that agreement annually thereafter. This agreement is as follows:

As an intern, I will:

- Conduct myself with dignity, courtesy, and professionalism, recognizing that my behavior will, for many in the community, reflect the character and values of the entire organization.
- Consider as confidential all information that I may hear directly or indirectly concerning donors, clients, and pricing.
- Interpret “intern” to mean that I have agreed to work without pay, not without professionalism. I will do my work with quality.
- Strive for excellence.
- Uphold the traditions, mission, policies, and standards of Unseen.
- Talk positively to the community at all times when referring to staff, other interns, and the organization’s work.

As an intern, I understand that I have the responsibility to:



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- Be willing to learn and to participate in orientations, training programs, and meetings.
- Understand accountability of interns to salaried staff, maintain a cooperative working relationship, and stay within the bounds of intern authority and responsibility.
- Complete assignments promptly, reliably and professionally.
- Notify my supervisor in a timely way if it is not possible to meet a commitment as planned.
- Notify the executive director if I desire to change or end my position with the organization.
- Speak up about problems and concerns so that they may be discussed and resolved, and to ask questions about things I may not understand.
- Keep a record of my intern hours and submit them if necessary to the executive director.
- Accept the guidance and direction of staff or intern supervisors.
- Stay on at least until after Fall Fire

Signed: _____ **Date:** _____