



Job Partner Welcome Packet



Table of Contents

Executive Director Welcome Letter	2
Overview and Timeline	3
Workshop Schedule	4
Characteristics of a Strong Job Partner	5
Mentor Appreciation	6
Program Coordinators: On Your Side!	7
Urban Alliance Contact Information	8



Dear Urban Alliance Partner,

As a job partner, you have signed up to significantly impact the life of a young person. You will spend the next nine months supervising and guiding a young person in the professional realm. You will serve as a bridge between your intern and an experience they would otherwise not have access to if not for you! DC mentors leave a particularly strong impression according to internal evaluations of all four Urban Alliance regional programs.

- 94 percent of DC interns hope to stay in touch with their mentor (compared to 88 percent nationally)
- DC interns rated their mentor's consistency the highest (4.57 out of 5)
- DC interns also rated their mentors' help towards their professional goals the highest of all our regions (4.32 out of 5)

Your work with interns impacts their choices after high school. Last year, 63 percent of interns said their work experience was "very influential" on their post high school plans and 54 percent said their mentor was "very influential" as well.

As we begin a new program year, we thank you for committing to mentor a young person from the District. We wish you a rewarding year and thank you for all you do for your organization and community.

I welcome your thoughts, ideas, and feedback any time. You can reach me at mrizer@theurbanalliance.org or 202-459-4307 or our DC Program Director Sahaan Sozhamannan at ssozhamannan@theurbanalliance.org or 410-917-2838.

With appreciation,

Monique Rizer
Executive Director
Urban Alliance, DC



Overview and Timeline

Urban Alliance is a year-long internship program for under-resourced high school seniors throughout Washington, DC. The program's goal is to give youth access to professional growth and experiences. The program prepares youth for a life of work and self-sufficiency through paid internships, formal training, and mentorship.

Urban Alliance interns are selected after an application process that closely collaborates with their counselors to identify students who would not only benefit from the program, but also have the potential to excel. Before their internship begins, every intern must first complete an extensive and rigorous 5-week pre-work training process. Pre-work consists of workforce readiness and development training comprising both hard and soft skill development.

During the school year, each Urban Alliance intern works part time at a paid internship with a job partner in the public or private sector. On Fridays, interns attend life skills, workforce support, and college and career counseling workshops. During the summer following their senior year, Urban Alliance interns work full-time Monday through Thursday. They continue to attend workshops on Fridays. After successful completion of the program, interns transition to Urban Alliance Alumni Services.

Please see below for a timeline of our most important upcoming dates for the Urban Alliance High School Internship Program:

September 24th – October 25th: 5-week Pre-Work Training

November 7th & 8th: Mentor Orientation Dates (each mentor is asked to attend 1 Mentor Orientation Session)

November 9th: Decision Letter Day (Interns learn their job placement)

November 13th: DC Fall Kick Off

November 14th: 1st day of work for (most) Urban Alliance Interns

December: One on Ones – interns will meet one on one with their program coordinator to discuss their post high school plans



Workshop Schedule

Over the years, Urban Alliance job partners and mentors have lent their expertise to the training and continuing development of the interns. Urban Alliance would like to invite any mentor and their company/organization to participate in workshop sessions. Please see the schedule below and be sure to reach out if you would like to share your expertise and work with interns for a session.

2018-2019 Urban Alliance High School Internship Program					
Workshop Session Calendar					
Day	Date	Topic Area	Day	Date	Topic Area
Friday	16-Nov	Choosing Your Best College Match	Monday	17-Jun	First Day of Full-Time Work
Friday	30-Nov	College Essay Day	Friday	21-Jun	Alumni Services - CLOSED EVENT
Friday	4-Jan	Holland Codes	Friday	28-Jun	Job Search
Friday	11-Jan	Time Management & Balancing School, Work & Life	Friday	5-Jul	Cover Letters
Friday	18-Jan	Alternative Pathways - Career Panel	Friday	12-Jul	Resumes/ Exit Plan
Friday	25-Jan	Introduction to Public Speaking Challenge	Friday	19-Jul	Public Speaking Challenge Practice- CLOSED EVENT
Friday	1-Feb	Practical Budgeting & Saving	Friday	26-Jul	Public Speaking Challenge Practice- CLOSED EVENT
Friday	8-Feb	Financial Aid & Debt Accumulation	Week of July 29		Public Speaking Challenge - ALL INVITED!
Friday	15-Feb	College Loans and Debt - College Board	Thursday	1-Aug	Last Day of Work
Friday	22-Feb	Career Panel	Friday	2-Aug	Last Workshop - CLOSED EVENT
Friday	1-Mar	Mental Health Awareness	Workshop Locations: Martha's Table @ The Commons 2375 Elvans Rd SE, Washington, DC 20020 The George Washington University Building Information TBD		
Friday	22-Mar	Healthy Relationships			
Friday	29-Mar	Public Speaking Challenge - CLOSED EVENT			
Friday	5-Apr	Customer Service & Workplace Etiquette			
Friday	12-Apr	Best Professional You			
Friday	26-Apr	College 101			
Friday	3-May	Mapping out a Plan After Graduation			
Friday	10-May	Public Speaking Challenge - CLOSED EVENT			
Friday	17-May	Graduation Celebration!			
Friday	14-Jun	Intro to Full Time Work & Developing Your Exit Plan			



Characteristics of a Strong Job Partner and Mentor

We ask that in addition to the below suggestions, mentors should rely on the UA program coordinator to navigate this experience. We hold interns responsible for their work performance and conduct. However, we strongly believe that using the below guidelines strengthens the quality of the intern's work experience and increases the likelihood that they will make meaningful contributions to their host organizations.

Mentors work in teams. Like any supervisory position, managing a high school intern requires some investment of time and energy. The program works best when a team of people share responsibility for the intern. It is helpful to have one person serve as the anchor for the project so that the intern's work is prioritized. Mentors may consider rotating their intern to different departments after he/she has become acclimated to the office environment. Interns feel like they are a part of the office when they know that a group of people is investing in them.

Mentors provide interns with sufficient work. Planning for the time that interns spend in the office is well worth the effort. Interns are more likely to feel connected to their organizations when they are productive. When interns are left with too much "down" time, they feel undervalued and may resort working on personal commitments on the job. We strive to teach interns what to do when they do have down time, but that also requires guidance from their mentor.

Mentors make all tasks important. Urban Alliance understands that high school interns are limited in the tasks they can perform within a job site, especially when interns first begin to work. We know that interns will spend much of their time performing basic administrative tasks. It is important that Interns understand how their work fits into the big picture of the organization. Mentors should explain to interns why even the simplest tasks are valuable. Interns are more likely to take their assignments seriously when they know that other people think their work is important.

Mentors are willing to teach and provide structure. For most interns, the program provides their first exposure to professional work environments. Interns may not be familiar with basic office procedures and policies. Simple tasks such as answering the phones and operating office equipment should be carefully explained and expectations should be explicitly stated. Once interns have mastered certain tasks, they should be given more responsibility. Mentors should provide a structure that allows interns to develop as young professionals and acquire new skills.

Mentors are willing to provide interns with honest and constructive feedback. Urban Alliance provides interns with the opportunity to learn from their mistakes in a supportive environment. We hope that interns will learn valuable lessons about the world of work and will avoid making critical mistakes later in life. A crucial component of the program involves providing interns with honest feedback on their performance. Interns need to know what they are doing well and in which areas they need to improve. We understand that it is often difficult to provide constructive criticism. However, when feedback is given within the context of care and support, interns appreciate the fact that people are concerned about their development.



Mentor Appreciation

We recognize the time commitment and passion that it takes to mentor an intern in general, let alone at your job! We have always done our best to appreciate our mentors, but this year we are excited to roll out new and exciting opportunities for those who go above and beyond for the young people of DC.

As an Urban Alliance mentor, you can:

- Become a **Certified Urban Alliance Mentor**, earned by attending orientation and completing necessary support tasks. This designation will be given as both a Certificate and as a LinkedIn Recommendation/Certification
- Gain access to the impressive network of mentors and interact through **UA-Sponsored Networking Nights**
- Become recognized in the DC community by earning **Mentor of the Month**, which is announced in a community-wide monthly newsletter
- Engage in DC community events by automatically entering raffles for **FREE** tickets

“[My Mentor, Candace] was a constant source of inspiration throughout the college process and helped me figure out what school would be a good fit for me.”
- Armon Bridges, Intern at Sirius XM Radio



Program Coordinators: On Your Side!

To make mentoring as seamless as possible for you, Urban Alliance has assigned a program coordinator (PC) to every intern. These PCs serve as a resource for you, a case manager for your intern, and a liaison between you and your intern as needed. Please read the following description of who PCs are, what they do, and how they can best be a resource for you.

Who are PCs?

The PCs are trained youth developers (many are former teachers) who manage a caseload of about 30 interns. PCs build strong relationships with the interns on their caseloads and often are privy to background/personal information that the mentors may not know. Interns rely on PCs for professional development, post-high school planning, community resources, counseling and advice. Because of the training that PCs have and the relationships they build with interns, your PC is an invaluable tool for making the internship experience rewarding for everyone.

What do PCs do?

A PC's duties include:

- Monitoring the academic and professional performance of 30 high school interns
- Building and maintaining relationships with interns, mentors, parents, and school staff
- Supporting mentors with helpful suggestions to best structure intern supervision
- Conducting formal evaluations of intern job performance and skill development
- Troubleshooting and mediating jobsite conflicts
- Developing professional development curriculum
- Facilitating weekly professional development workshops for high school interns
- Counseling interns on post-high school opportunities

When should I contact my PC?

We encourage you to develop a relationship with your PC. Your PC is a support system for both the intern and the mentor throughout the UA experience. Mentoring a young person at a job site can be a (worthwhile!) challenge, but our PCs are available to help foster the intern-mentor relationship and even help find appropriate work tasks for the intern.

Additionally, you should reach out to your PC if issues arise with your intern, as it is important that PCs are kept well-informed of what is going on at the jobsite. You should let your PC know whenever your intern is absent or of any challenging trends in behavior, attitude, or skill level. Your PC will also reach out to you on a regular basis to check in and tri-annually to set up site visits. We know you are busy, and we just ask that you do your best to reply to all correspondence from your PC, so everyone is on the same page and kept well-informed.

Please reach out to your PC to share positive feedback about your intern and the program as well! As it is important to keep UA informed on challenges, it is just as important to highlight successes!



Urban Alliance Contact Information

As of October 16, 2018

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