

Intern Orientation Checklist

Use the following checklist to plan a targeted onboarding program that will help interns adjust well to their new roles, perform their tasks effectively and get the most out of their internships.

Name: _____ Start date: _____

Position: _____ Field Instructor: _____

Before the Intern Arrives:

- ☐ Notify the staff on your team that an intern is starting and make them aware of the intern's role within the organization. Also make them aware of what is not the intern's role.

Ask your IT team to set up intern email and software accounts.

- ☐ For as long as they're employed with you, interns should be able to communicate with their coworkers and access tools they need for their job, including:
 - School/District email
 - Group messaging app
 - Project management software

Ensure field supervisor is well-prepared for their interns. They should know their interns':

- ☐ Make sure that the interns workspace is ready including a computer, phone, mailbox, and place to lock their valuables (if applicable)
- ☐ Project(s) they'll participate in
- ☐ Regular job duties
- ☐ First tasks

Contact interns prior their first day to confirm:

- ☐ If relocating when they will arrive and see if they want and advice
- ☐ Meet informally if possible for a meal and general introduction before the first day
- ☐ Their exact start date.
- ☐ Their time of arrival
- ☐ Documentation they need to bring with them (like their ID)
- ☐ Their first-day schedule (for example, trainings, product demos, meetings with managers)

Intern's First Day and into the first week

- ☐ Welcome the intern and discuss the plan for the first day.
- ☐ Offer welcome kits and company swag. Show interns you're excited they're joining your company by offering personalized gifts and branded merchandise. Here are some ideas:
 - A mug or water bottle with your company logo
 - Tech accessories, like headsets
 - Gift cards to local cafes and restaurants
- ☐ Give the intern a tour of their assigned workspace and the building including areas of interest such as the lunchroom and restrooms
- ☐ Provide required keys and review related policies.
- ☐ **Provide interns with necessary hardware and software.**
 - If applicable, let them choose their preferred computer accessories (for example, let them select between a mouse or a trackpad.)
- ☐ Help interns set up their workstations. Inexperienced employees mightn't be familiar with company equipment and software. Give them simple instructions, provide manuals and ask your

IT department to check whether they've properly installed the necessary tools, like anti-virus systems.

- ☐ Announce interns' hiring to the company. Introduce the intern to staff members and clients (if applicable) Prompt your staff to introduce themselves to your new intern during their first day and week at work.
- ☐ Arrange for the interns to meet members of various departments to equate themselves and individually interact with each staff member.
- ☐ Arrange group meetings and activities. It's important that interns become part of your company culture, like your long-term employees. So, make them feel comfortable and help them get to know their coworkers by inviting them to a group lunch or an after-work activity.
- ☐ Introduce the intern to the HR person (if applicable)
 - Help interns fill out HR paperwork. This might be a recent graduate's first professional job. They may not be familiar with employment terms and tax documents. Make sure a member of your HR team is by their side to answer any questions.
- ☐ Review intern job description (base on university agreement)
- ☐ Review necessary agency training that the intern should attend.
 - Schedule role-specific training. To make sure that interns make real contributions, train them on tasks they'll undertake and tools they'll use.
- ☐ Assign a work buddy or other person and they can ask questions if you are not present. If you don't have the time to run a full training session on company policies and work habits, assign an employee as a mentor to guide interns and answer their questions.
- ☐ Present your departments, functions, and organizational chart. Interns might not have the chance to interact with everyone in the company, so give them an overview of your operations and your teams' structure.
- ☐ Review general office information including:
 - Emergency protocols
 - Exchanging contact information
 - Working hours and breaks
 - Accountability when absent, calling in sick, and vacation requests.
 - Sign in/out procedures.
 - Staff meeting schedule.
 - Parking and/or parking permits
 - Cell phone policy (if applicable)
 - Computer passwords and e-mail system
 - Office equipment (fax, shredder, etc.)
 - Mailboxes
 - Office resources (files, supplies, program manuals, etc.)
 - Phone (greeting)/voicemail/backline (if applicable)

Within the First Month

- ☐ Establish expectations for the first month of internship (training, shadowing, being observed)
- ☐ Review job description and assist intern in creating a work plan, which includes goals, objectives, and project end dates (training, shadowing, etc. can be incorporated into a work plan)
- ☐ Allow time for interns to determine their professional growth needs and learning goals they wish to achieve.
- ☐ Set up formal supervision schedule and discuss purpose and function of supervision
- ☐ Discuss client base and issues clients may present with
- ☐ Assign appropriate reading (books, articles) to increase knowledge of client base
- ☐ Discuss treatment philosophy and assign reading as appropriate

- ☐ Review Learning Contract and incorporate work plan into the contract
- ☐ Discuss what the plan is for the student to be assigned clients
- ☐ Have student review employee handbook and relevant policies and procedures.
 - Web page
 - Daily operations
 - Program overview
 - Informed consent
 - Limits of confidentiality
 - Drug-free workplace
 - HIPAA
 - Reporting abuse
 - Incident reports and procedures
 - Safety and emergency protocols
 - Treatment planning
- ☐ Have student set up interviews with staff who can introduce them to other programs within the agency.

Within the First Three Months of the Internship

Meet with intern for formal supervision weekly:

- ☐ Provide regular, supportive, and constructive feedback.
- ☐ Keep a record of supervision sessions including a brief outline of what was addressed and discussed.
- ☐ Provide ongoing education about client and social work services.
- ☐ Review student syllabi to assist in integration of theory and practice.
- ☐ Review and collaboratively complete the end of semester evaluation with the student
- ☐ Request feedback from student about their experiences within the agency and with supervision

References

Falk College at Syracuse University-Social Work Intern Orientation Checklist (Rev. 8/13)

<https://resources.workable.com/onboarding-interns-checklist>

<https://www.teambonding.com/successful-intern-orientations/>