

# 2015 INTERNSHIP PROGRAM

Internship Program Guide

MONROE COUNTY  
OFFICE OF  
EMERGENCY  
MANAGEMENT

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## INTRODUCTION

Monroe County's Office of Emergency Management Internship Program offers a highly competitive opportunity for students and recent graduates to gain hands-on experience in emergency management, public administration, emergency planning, emergency operations, communications and community preparedness. This hands-on program is designed to strengthen fundamental emergency management concepts and develop the confidence and skills of the next generation to prepare them for future employment opportunities.

Through 3-6 month internships, students will be expected to employ their skills and abilities to contribute to the objectives of the emergency management program. In doing so, students will have the opportunity to build their resumes, gain valuable experience in homeland security and emergency management principles and increase their exposure in an extensive network of emergency management and public safety personnel.

## WHO IS MONROE COUNTY OEM?

The Monroe County Office of Emergency Management (OEM) coordinates county planning, response, support and recovery efforts before, during and after large-scale events and emergencies. OEM is responsible for developing and implementing county-wide programs and projects that promote disaster planning, training, mitigation, response, prevention and recovery for all-hazards.

Through a cooperative effort with various stakeholders, OEM develops the Emergency Operations Plan (EOP), Continuity of Operations Plan (COOP), and Hazard Mitigation Plan. The EOP provides guidance for how agencies will respond to threats or actual disasters. The COOP addresses continuation of critical functions and infrastructures. Finally, the Hazard Mitigation Plan provides goals and objectives in an effort to strengthen critical infrastructure.

Teaching citizens how to prepare themselves for disasters is critical to the resilience of Monroe County. Emergency management staff provides hours of lectures to student groups, homeowners associations, faith-based organizations, businesses, and various institutions and associations.

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## MISSION

*The Monroe County Office of Emergency Management is dedicated to the development, establishment and maintenance of programs and procedures which will provide for the protection of lives and property of Monroe County residents from the effects of natural or man-made disasters. Natural or man-made disasters to which the county is subject and for which the office must train and properly respond include floods, major fires, storms, radiological or hazardous material incidents, aircraft accidents, mass casualty incidents and any emergency related function that supports other Monroe County First Responders.*

## PROGRAM OVERVIEW

### GOAL

Monroe County understands that working with an intern is both a privilege and a responsibility. Interns can strengthen the emergency management office by providing additional resources, current educational thinking and enthusiasm.

Monroe County can gain assistance and support at a time when the population is growing, but the Office of Emergency Management is not yet ready to add full or part time staff. We understand that interns bring a fresh knowledge of the emergency management / homeland security field. An intern brings a new perspective, and the vibrancy of a person learning a new field. An intern brings needed diversity. Interns are accustomed to learning, writing, researching, and producing work on a schedule.

OEM's goal is to have the student learn as much about the business of emergency management as possible. Therefore a supervisor will take some time to visit with the student regularly, develop a project list, and provide instruction. This direct conversation and project management will allow the student to move from the book learning to real-life experiences. Emergency management staff will move the student around as much as possible within the organization to give the student as many experiences as possible. OEM staff will observe the student's performance and note any areas where improvement is needed.

### BENEFITS

Students participating in the Internship Program can obtain valuable, in-depth experience in emergency management and other related fields. In addition, interns will:

- Work with experienced professionals in the field of emergency management public safety
- Contribute to innovative projects
- Get relevant experience for resume building
- Develop confidence walking into an interview with numerous examples to use
- Obtain a greater understanding of career possibilities and areas of interest
- Gain marketability for employment opportunities after graduation

### QUALIFICATIONS

Students interested in participating in the Internship Program will possess the following qualifications:

#### EDUCATIONAL

- Currently enrolled in an accredited college or university with a minimum of 30 credits completed **OR** recently graduated from an accredited college or university.
- Possess a GPA of 3.0 or higher

- Completed FEMA ICS-100 & IS-700

#### SKILLS

- Ability to work independently
- Possess excellent written and communication skills
- Ability to type at 40 WPM or higher

#### PERSONAL (PROVIDED AFTER SELECTION)

- Clear Criminal History
- Fingerprinted

#### DRESS CODE

Students are expected to dress in a suitable and professional manner. Articles of clothing should be neat, clean and appropriate to our business environment and in dealing with the public. Each Elected Official/Department Head should ensure appropriate dress for work within his/her department, keeping decorum and safety issues in mind at all times.

#### WORK SCHEDULE

Monroe County recognizes the need to be service oriented in providing established administrative services to a diverse group of customers. Therefore, it sets the standard business hours for administrative offices as Monday through Friday from 8:00 a.m. to 4:30 p.m., including a half-hour in the middle of the day for lunch. A decision to maintain a different permanent schedule should be based on the customers' needs for access and must be approved by the appropriate supervisor.

The Public Safety Building is home to many governmental offices, including the Monroe County Office of Emergency Management and the Monroe County Control Center (911 Center). Due to the nature of the business hosted, the building operates on a 24-hour schedule. All outside servicing entry points are locked down promptly between 10:00pm and 8:00am. Exceptions to this policy include disaster operations. When the Emergency Operations Center is activated, emergency management staff, volunteers, non-profit and faith-based representative must gain access to the building to coordinate response. Business hours are adjusted for these emergencies.

Due to the varying types of tasks and types of intern positions within this program, work schedule requirements will be posted on the individual job descriptions. Students are required to commit 15 - 20 hours per week which will be divided into 4 or 8 hour shifts, based on the student's schedule. In the event of Emergency Operations Center activation, the intern may be required to work outside of shift parameters, not to exceed the previously noted weekly hour commitment.

## REQUIREMENTS FOR COMPLETING INTERNSHIP

Interns deserve a true introduction to emergency management that gives them experience in a number of areas related to their interests and potential degree. Monroe County OEM will coordinate a written developmental plan for the intern's experience. Similar to a job description, the plan lays out a developmental path with specific outcomes. This gives the interns a good picture of what their experience will encompass in emergency management. The written plan also provides a guide path. The written plan lays out the responsibilities of the employer to provide developmental opportunities for the interns including meetings to attend, projects to work on, time spent with various staff members, and job tasks to learn.

At the completion of the internship Monroe County OEM suggests all interns complete the following:

1. At least one exercise (tabletop, functional, or full-scale) experience.
2. At least one FEMA or State level emergency management course.
3. Attendance in at least one State or Federal emergency management meeting with other professional emergency management/homeland security practitioners.
4. At least one special outside activity dealing with the public.
5. At least one project involving a planning activity.
6. At least one project or involvement in the mitigation projects.
7. Opportunities to complete FEMA's Professional Development Series (PDS).
8. Opportunities to complete FEMA's County Level Basic Emergency Management Staff Certification
9. Networking opportunities with other emergency managers.

## SCOPE OF WORK

### INTERNSHIP RESPONSIBILITIES

- Register and pay the appropriate fees as required by the appropriate college/university.
- Make arrangements for housing/transportation.
- Attend and complete any training programs.
- Adhere to the policies and duties outlined by Monroe County.
- Submit periodic reports as required by university and OEM.
- Affiliate with a professional organization in the student's area of interest or specialization, Keystone Emergency Management Association and/or International Emergency Management Association.
- Perform work assignments to the best of ability.
- Assist/create with exercise design and development.
- Help provide public information and outreach.
- Assisting staff in the day-to-day operations.

- Answering inquiries by phone and through written communications.
- Preparing documents and reports.
- Assisting with research assignments and special projects.
- Attending meetings or community events.

## AGENCY RESPONSIBILITIES

- The agency is expected to provide interns with an atmosphere in which they will develop their professional and personal growth.
- Facilitate the transition from classroom to the professional world.
- Set up an initial conference with the intern to determine their specific needs and adapt the training program to meet those needs.
- Assist intern with developing internship goals and objectives.
- Confer with the intern at least once a week to arrange schedules, discuss work performance and to correct any problems that may arise.
- Inform the intern of all personnel policies and procedures.
- Assist the intern in meeting their specific university requirements if the internship is used for college credit.
- Evaluate the intern's performance and submit the results on the forms provided to the university's internship coordinator.
- Select a specific boss or mentor who is committed to the intern's learning
- Provide a wonderful opportunity to develop that first, and possibly career-long relationship, with an individual who cares about and is committed to their success.

## APPLICATION PROCESS

### HOW TO APPLY

Interested students will submit the completed the Internship Program application (Attachment A) with the following attached:

- Cover letter
- Copy of resume
- 500 word essay (Topics are job specific and will be provided at time of internship advertisement.)
- Official or Unofficial College Transcripts
- 2 letters of recommendation from current college or university faculty members

Application packets will be submitted to:

Monroe County Office of Emergency Management  
 100 Gypsum Road  
 Stroudsburg, Pa 18360

## SELECTION PROCESS

Evaluation and Selection of Emergency Management Information Entry Interns can take up to two months to complete. Applicants will be evaluated by a selection committee comprised of Monroe County Office of Emergency Management and Monroe County Control Center officials. Successful applicants may receive several interviews and will need to prove clean criminal history through FBI criminal background check and finger printing. The Monroe County Office of Emergency Management will provide criminal background check and finger printing, at no cost to the students, after the selection process has been completed.

## ATTACHMENTS

- A. Internship Application
- B. Frequently Asked Questions
- C. Why Do an Internship?
- D. Acknowledgement of Responsibilities

INTERNSHIP APPLICATION

Full Name:					
Permanent Address:			Present Address:		
Telephone No.:			Telephone No.:		
e-mail Address:			Fax No.:		
			e-mail Address:		
In case of emergency, notify:					
Name:					
Relationship:					
Address:					
Telephone No.:					
<b>EDUCATIONAL EXPERIENCE</b>					
Current or Most Recent School Name:					
Major/Minor:					
Year:	Freshman	Sophomore	Junior	Senior	Graduate
Other Colleges/Universities Attended ( <i>please include an unofficial or official transcript</i> ):					
Date Attended:			Major/Minor:		

Degree or Number of Credits Earned:	GPA:
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Current GPA:
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WORK/VOLUNTEERING EXPERIENCE
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Most Recent Employer:
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Telephone Number:	Supervisor (Name & Title):
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Position Title:	City, State:
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Start Date:	End Date:
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Description of Duties: <i>(Use an additional sheet if necessary)</i>

Employer:
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Telephone Number:	Supervisor (Name & Title):
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Position Title:	City, State:
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Start Date:	End Date:
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Description of Duties: <i>(Use an additional sheet if necessary)</i>

OTHER RELEVANT INFORMATION

Career Plans:

Please indicate your availability.

Would you be earning college credit? *(if yes, please see conditions listed on page 5)*

Yes

School Contact Information:

References: Please list up to two persons not related to you, who are familiar with your character and qualifications:

Full name and title	Phone Number	Email Address

## FREQUENTLY ASKED QUESTIONS

### 1. Is this a paid or unpaid internship?

More than likely it will be an unpaid, but you should always ask!

### 2. How long is the term of the internship program?

The term is a minimum of 3 months on a flexible schedule. It works to accomplish the requirement for your internship hours as well as to provide support to the office on a weekly basis.

### 3. What is an average day like for an intern?

Some days are busier than others. One day you may have a meeting in the morning, an ongoing project you are following up on all day, project deadline meeting in the afternoon, phone calls to forward or respond to, and research to conduct. Another day you may have a very slow day. Not as many phone calls coming in, no meetings and just one tedious project you get to work on. However, tedious does not mean not important. Every task that is done is important in one way or another. Every day you learn something new and gain experience and networking contacts that will help you in the organization. The office is a team environment and that is every day. There is always someone to help out, answer questions you may not know the answers to, and encourage you along the way.

### 4. Will this internship lead to a potential job?

Finding a job is ultimately up to you, with that being said, this internship can help open doors either through; gaining valuable contact information of potential employers or by helping you gain experience you might not get during your college years.

### 5. What would be my responsibilities?

Responsibilities could range from working on a special needs plan, to creating a floodplain survey to developing a packet summarizing the States local emergency management statutes.

### 6. What kind of projects might be asked of me?

There are number of projects that are ongoing such as: spreadsheet updates, plans, response activities, correspondences with internal and external people and organizations, as well as other projects which can include training, exercises, and attending events to represent the Office of Emergency Management.

## WHY DO AN INTERSHIP?

**EMPLOYMENT:** Students completing internships stand out when job hunting for they will have some experience.

**TAKE CHARGE OF YOUR LEARNING:** Internships are important and valuable for you get to design your own learning curriculum and get away from campus-based ones. The student decides what he/she will learn, how to learn it, and how to evaluate it.

**THEORY INTO PRACTICE:** An internship experience can add meaning to academic study by giving you the chance to apply theories learned in the classroom to "real world" situations.

**AWARENESS THROUGH INCREASED COMMUNITY INVOLVEMENT:** The student will develop an awareness of others' needs and a great understanding of his/her role and potential contributions to society.

**PERSONAL GROWTH:** The student will grow from the experience. Having to solve problems in unfamiliar situations can increase a student's self confidence and self-esteem.

**HELPING HAND:** It is nice to help one-self but helping others benefits the community and makes a difference.

**NEW ENVIRONMENT:** An internship introduces the student to a new environment and the challenges and problems of a work setting. The student will also learn the meaning of teamwork.

**RESEARCH:** It's an opportunity for experimentation and exploration of new and old, academic and career interests.

## ACKNOWLEDGEMENT OF RESPONSIBILITIES

Upon acceptance of participating in the Internship Program, all Interns are expected to follow the guidelines below:

1. Adhering to County work hours and all County policies and procedures.
2. Adhering to County policies governing the observation of confidentiality and the handling of confidential information.
3. Assuming personal and professional responsibilities for his/her actions and activities.
4. Maintaining professional relationships with County employees, customers and so forth.
5. Relating and applying knowledge acquired in the academic setting to the County setting.
6. Being consistent and punctual in the submission of all work assignments to your supervision.

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Print Name

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Signature

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Date