SUPERVISOR ROADMAP

HOW TO UTILIZE STUDENT WORKERS FOR YOUR DEPARTMENTAL NEEDS AND DEVELOP PHILADELPHIA'S FUTURE WORKFORCE

CRISTO REY PHILADELPHIA WORK-STUDY PROGRAM TEAM

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DEAR SUPERVISORS,

The miracle of Cristo Rey Philadelphia is possible only because of your willingness to welcome with open arms our young professionals into your offices. Through your partnerships our students gain access to a quality college preparatory education, learn how to thrive in a professional work setting and dream big. Thank you for investing in our students and believing in their potential and, in turn, investing in the future of Philadelphia.

As supervisors, you will serve as the primary bridge between our students and companies and will play a transformative role in our students' lives and futures. Beginning a new job is scary. Beginning a job when you are fourteen years old is daunting. For the past ten years, Cristo Rey has witnessed the remarkable leadership, patience, and generosity of business professionals of the greater Philadelphia area that assume the role of "Supervisor." At Cristo Rey, we take pride in our culture and strive to create a school environment where our students feel loved and safe and are held to high expectations. Thank you for all that you do daily to create a challenging but supportive environment in the workplace. Thank you for trusting our students to rise to the occasion. Through your great work, our students are developing lifelong skills and creating professional networks that they will carry with them to and beyond college.



The *Supervisor Roadmap* is a compilation of strategies, tools and program policies to assist you as you walk the road with our students on their journey as young professionals. This guide illustrates, by department, examples of the assignments that students are capable of at your company. It also includes sample schedules, job descriptions, best practices, and student stories. We hope that this is a helpful resource as we continue to build our work study program and work together with our students.

With great respect and gratitude,

THE CRISTO REY PHILADELPHIA WORK-STUDY TEAM

WORK-STUDY PROGRAM STAFF & CONTACT INFORMATION

Work-Study Program Staff (WSP Staff) serve as the support for both the Job Partner and the student and are responsible for providing high touch and high-quality support to the student, supervisors and program managers. Whether it be coordinating logistics or coaching and mentoring students, WSP Staff exists to ensure that the student experience of going to work is rewarding, positive and beneficial for all involved. The Job Partner should never hesitate to reach out to WSP Staff for support or guidance at any point during the partnership.

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ABOUT CRISTO REY:

Cristo Rey Philadelphia opened in 2012 to provide a top-quality, college preparatory education to students in underserved communities. A Cristo Rey education is made possible by an innovative model of unique partnerships with families, educators, businesses, benefactors and universities.

THE WHY:

The future of Philadelphia depends on the Education of our Youth. Philadelphia has the highest poverty rate of the largest U.S. cities, and a quality education is inaccessible to most students in economically disadvantaged communities.

THE HOW:

Coupled with a rigorous academic curriculum, every Cristo Rey student works one day per week at a leading Philadelphia area business. The wages they earn at their job fund 50% of the cost of their education. Benefactors bridge the gap between what students earn through the Work Study Program and what their families can contribute.



THE ROLE OF A JOB PARTNER

As a Cristo Rey Job Partner we ask that you fulfill these responsibilities:

1. Provide a positive working environment for your students.
2. Provide a supervisor(s) who BELIEVES in the program and the mission.
3. Provide MEANINGFUL WORK for students and explain to them the importance of their work and role at your company.
4. Provide training and MENTORSHIP to students so they are equipped to succeed in their role.
5. Provide constructive and regular FEEDBACK to your students via conversation and timecard submissions.
6. Communicate regularly with WSP Staff.

MEANINGFUL WORK

One question we often get from supervisors is, "What can high school students actually do for our company?" Followed closely by, "I don't have enough work to keep a student busy for an entire work-day." We understand that assigning tasks and training our young adults to do jobs often reserved for college-level interns may seem daunting at first, but we promise our students will rise to the occasion.

It may take a little prep work on the front end - lining up training sessions, going through your daily office routines to pick tasks for your students, etc. – but the prep work will be worth it in the end, both for the students' professional development and for our supervisors' satisfaction in seeing first-hand how students learn and grow into their roles at your company.

Students want meaningful work. They want to feel they are playing a constructive role in the success of their company. They also know then work assigned to them is "busy work," because you're not sure what tasks to give them. If you find yourself in this predicament, consult the following pages for ideas of what your students can do to meaningfully contribute to your operations.

And remember, an important part of assigning work to students is explaining the "why" behind what you have assigned – knowing how their tasks into the larger company goals allows the students to take ownership and pride in their work, leading to a more successful internship experience.

CUSTOMER SERVICE

- Preparing letters and composing emails to clients
- Sorting, distributing, stamping, sealing and filing mail
- Delivering newspapers, public transportation passes, and mail to employees
- Answering phones and covering receptionist duties
- Creating letter templates for correspondence to clients
- Summarizing received letter content
- Creating announcement slides for TV monitors
- Preparing Excel spreadsheets to monitor and track matching gift programs for annual funds and initiatives
- Tracking and indexing credit card statements
- Uploading scanned invoices and documents onto CRM
- Documenting incident reports into Excel
- Organizing and shipping books for company book club
- Scanning and laminating important documents for retention
- Transferring information from client business cards to electronic format
- Processing insurance verification claims
- Sorting and categorizing certificates of Insurance
- Preparing files for new applicants in assured, prospect, and lead accounts for companies seeking insurance
- Maintaining facilities, lighting, conference rooms, and supplies
- Scanning documents and reporting credits, withdrawals, and declined transactions
- Producing receipts for checks and ledgers for account balances
- Documenting, organizing, and updating customer account information and payments
- Preparing gift bags and giveaway baskets for corporate events
- Alphabetizing and organizing personnel files
- Proofreading and mailing enrollment letters to employees and clients
- Sending emails to underwriters for missing documents
- Organizing credit reports in Excel

ACCOUNTING & FINANCE

- Updating client summary lead sheets for financial automated control testing reports
- Organizing deposit and withdrawal slips; filing bank statement receipts
- Making trial verification deposit balances in client accounts to confirm bank accounts
- Separating and posting checks into CRM database
- Migrating data to new databases; Creating excel sheets detailing bank statements; reviewing customer statement accounts
- Reviewing bank statements and credit reports
- Assisting with tax return completion and filing
- Updating client identification numbers for tax returns
- Preparing tax depreciation import files
- Creating and updating tax refund spreadsheets

- Digitalizing tax apportionment binders
- Updating tax management portfolios
- Distributing and Mailing W-9 Taxpayer Identification Number and Certification Forms
- Scanning and indexing transaction and exit tickets
- Extracting closed account information from CRM
- Conducting research on CIDs (Confidential Invoice Discounting)
- Verifying loan numbers
- Activating and deactivating customer accounts
- Separating active from dormant and inactive accounts
- Collecting historical data for compliance records
- Generating CRD (Central Registration Depository) reports
- Running and preparing internal reports
- Preparing mutual funds holdings account schedules
- Reviewing revenue accounts for specified companies
- Accessing ILevel for portfolio managing reports
- Preparing stock investment summaries, researching stock values
- Researching and confirming settlement dates on annuities
- Reviewing certificate renewals
- Completing weekly acquisition screenings
- Preparing limited practice lists into Excel
- Copying documents and materials for board meetings, setting up conference rooms
- Using CRM indicators to detect unusual and possibly fraudulent activity, reviewing fraud events
- Assisting with administrative duties in Accounts Payable & Receivables
- Inserting NAICS (North American Industry Classification System codes for companies and businesses
- Using Vertex software to track tax compliance and data management
- Collecting historical data for compliance records

HUMAN RESOURCES

- Maintaining schedules for shared meeting spaces and preparing rooms for meetings
- Assisting with event planning and booking reservations
- Setting up event spaces
- Researching potential candidates on LinkedIn
- Sourcing resumes
- Assisting with office CPR demonstrations and safety trainings
- Creating and preparing folders and merchandise for network events
- Scanning and organizing recruitment documents
- Creating packets and materials for new employee hires
- Tabbing, organizing, and archiving files
- Making phone calls to new hires for orientation and registration
- Scheduling calendar events

- Making, sorting, and distributing personnel keys
- Tracking auto mileage usage for employees
- Processing and mailing checks for tuition and travel grants
- Preparing staffing materials
- Preparing and sending greetings cards to employees and customers
- Conducting beneficiary and worker compensation audits
- Creating incident report files
- Scanning documents and reporting credits, withdrawals, and declined transactions
- Properly disposing of terminated employee information
- Shredding sensitive and/or outdated documents and materials
- Collecting, documenting, and analyzing pay rates and compensation across given employment fields
- Filing and tracking United States Citizenship and Immigration verification documents
- Entering employee name into E-Verify
- Updating and formatting lists of new hires and terminated employees in Excel
- Verifying and preparing Paid Time Off tracking (PTO) spreadsheets in Excel
- Transcribing exit interviews for employees
- Filing W-4s, direct deposit forms
- Faxing supply orders
- Entering, filing, and updating invoices in CRM
- Reviewing and updating employee policy manuals
- Making phone calls to verify employment and termination dates
- Filing active and terminated employee reports

INFORMATION TECHNOLOGY

- Activating security badges and security lists
- Receiving equipment orders, unboxing and distributing monitors and equipment
- Using CRM CheckPoint to extension trackers using checkpoints
- Completing year-end update testing on CRM
- Preparing and setting up computers for new hires
- Assisting employees with technical problems, providing technical laptop and monitor support
- Wiping laptops, hard drives, iphones, computer monitors
- Coding programs with the use of Python and Raspberry Pi
- Verifying proper function and optimal utilization of software
- Ordering equipment and disposing of outdated equipment
- Setting up computers and troubleshooting for employees
- Filling out condition reports for equipment
- Fixing faulty equipment (for example: fax machine)
- Entering serial numbers from devices into Excel spreadsheet
- Updating and uploading corporate websites and social media accounts
- Updating firmware on security switches

- Completing database projects
- Fixing database errors
- Conducting inventory
- Updating summary lead sheet for automated control testing
- Cleaning and storing equipment in empty workspaces with IT
- Performing discovery work using service mapping

LAW

- Reviewing docket for updates and filings
- Attending discovery meetings and preparing evidence lists
- Copying, sorting and scanning documents
- Filing documents, interviews, reports, depositions and invoices
- Sorting and organizing evidence for the preparation of court summaries
- Filing disposed and bench warrant files
- Hand delivering motions and correspondence
- Updating expert database in Excel
- Retrieving and preparing files for trial; labeling exhibits
- Preparing prospective and client case files
- Verifying the status of patent applications
- Delivering files to different departments
- Converting paper files into electronic files
- Assisting with the preparation of the Diversity and Inclusion newsletter
- Preparing synopses for summary reports and verifying accuracy
- Updating client guideline memos
- Creating invoice tracking sheets in Excel
- Creating social media posts and graphics for firm advertisements
- Preparing trial books for cases
- Preparing case reviews for discovery packets
- Indexing files into Accutrac
- Redacting privileged data/documents
- Confirming and noting Court Orders

MARKETING

- Making name tags and tent cards for meetings, events and receptions
- Preparing plans in Strata View to plan commercials and advertisements
- Creating PowerPoint presentations
- Tracking backorders, approvals, and denials in Global Strategic Marketing Department
- Researching proposals and press releases
- Drafting summaries for upcoming events
- Creating content for presentations

- Creating and posting blogs and social media posts
- Creating informative presentations for employee travel
- Preparing customer mailings and brochures
- Updating sponsors on marketing data
- Entering indicators and data into CRM
- Assisting with the promotion of charity and sponsored events
- Preparing deliverable reports for managers
- Scheduling and preparing monthly social media posts
- Assisting team members with general marketing objectives and projects
- Using ZoomInfo and Cobalt databases to extract data sources

SUPPLY CHAIN OPERATIONS

- Verifying and sending purchase orders to suppliers
- Scanning and preparing memos and invoices; filing in online database
- Processing customer feedback
- Filing weight and measures violations
- Preparing and reviewing spreadsheets for supply chain distribution
- Assisting with logistical imports and exports
- Completing hazmat classification reports
- Creating route maps
- Tracing and tracking pickups and deliveries for customers
- Renaming project management sheets
- Updating new information in calendars
- Creating, updating, and processing invoices
- Activating and deactivating meters for future placements
- Organizing and filing service notices
- Transferring basic reclosure data into excel
- Extracting data to determine cause of product malfunctions and outages
- Utilizing asset suite to find the job type and priority of work orders
- Assisting engineers with building inspections
- Preparing Accupac reports; assisting with the administration of inventory management
- Scanning and unboxing equipment crates; organizing inventory for customer dissemination

SALES

- Providing customer service in person and/or over the phone
- Covering receptionist duties and greeting customers/clients
- Preparing letters and composing emails to current and prospective clients
- Sorting, distributing, stamping, sealing, and filing mail
- Assisting associates with coverage on the sales floor
- Preparing and editing letters for client mailings

- Creating and maintaining client correspondence lists
- Observing the sales floor to prevent loss and theft
- Researching competitor markets
- Preparing charts and graphical representations in Excel
- Assembling and organizing merchandise displays
- Scanning, processing, alphabetizing, managing, and mailing invoices
- Completing purchase orders
- Filing billing information in CRM
- Collecting sales checks and inputting information into Excel
- Posting payments
- Tracking inventory through CRM Zebra
- Stocking and re-stocking, scanning, sorting, verifying, and conducting inventory of merchandise
- Rollstock tracking
- Processing and inputting data and orders into Salesforce
- Loading USB drives with store information
- Preparing PowerPoint presentations for community events
- Receiving, sorting, and distributing sweepstakes entries
- Creating new customer/client information packets
- Downloading title surveys, commitment agreements, and policies for real estate properties
- Inputting settlement dates into Excel
- Shadowing and assisting with property tours and inspections
- Contacting prospective tenants through LinkedIn
- Filing work orders in numerical and alphabetical order
- Contacting vendors for status updates on merchandise
- Filing contract certifications
- Editing and converting PDF documents
- Consolidating and recording deliverables in ShareFile
- Imaging deed packages
- Emailing listing agents
- Presenting customers with closing instructions
- Making phone calls to Home Owner Associations (HOA)
- Entering data into Mortgage Maestro
- Drafting letters for Home Equity Lines of Credit (HELOC) renewal accounts
- Assisting with event planning
- Sorting files and organizing invoice codes
- Creating and binding pitch books
- Dismantling presentation books

RESEARCH, DEVELOPMENT & EDUCATION

EDUCATION

- Preparing letters and composing emails to parents and alumni
- Sorting, distributing, stamping, sealing, and filing mail
- Preparing students for standardized testing
- Grading tests and homework; marking attendance
- Engaging with, mentoring, and assisting students
- Supervising recess
- Delivering flyers and informational packets; creating reference resources
- Managing report cards, organizing homework and filing graded assignments
- Assisting with lesson planning, proctoring exams, and program management
- Attending seminars
- Creating writing submissions and blogs
- Designing and creating posters for Diversity and Inclusion events
- Managing social media campaigns and creating posters and templates for events
- Research topics related to social work, faculty, and students
- Creating list of student award nominees
- Managing academic and supervisor calendars
- Making calls to alumni for contributions and check-in
- Tidying, cleaning, and replenishing classrooms with supplies
- Preparing Excel documents with student information
- Drafting questions for interviews
- Assisting with school retail shop

HOSPITALS, PATIENT CARE & LABORATORIES

- Making hospital beds and patient bags
- Assisting with general duties within specific medical departments
- Helping mothers with breathing exercises during labor
- Assisting physicians, nurses, and technicians in the retrieval of tools and equipment
- Checking in patients and filing admittance records
- Transporting patients to appointments
- Assisting with patient status checks and discharging patients
- Filing acknowledgment of paternity documents
- Organizing benefits folders and patient data for hospital staff into Excel
- Making informative posters and flyers for hospital initiatives
- Calling patients to confirm appointments
- Assisting with the preparation of living wills and powers of attorney

- Creating orientation packets for incoming residents; helping set up curriculum for residents and staff
- Allocating cell substances for laboratory experiments
- Organizing lab specimens; delivering laboratory specimens to technicians
- Researching medical conditions for residents and physicians
- Reviewing drug information for patients
- Preparing PowerPoint Presentations
- Scanning documents and invoices
- Labeling and cleaning incubators, surgical instruments and equipment
- Assisting with opioid compliance requirements and vaccinations
- Participating and preparing activities for patients, such as bingo, arts and crafts, and trivia games
- Completing patient assessments
- Entering patient refund data into CRM
- Assisting with patient physical therapy

MUSEUMS

- Greeting and checking-in patrons and visitors
- Assisting with educative, donor, and visitor tours
- Reinforcing and assisting with crowd volume control
- Registering visitors, taking attendance for school groups, and distributing wristbands for events
- Handling animals after training
- Feeding mammals and insects
- Upkeeping exhibits
- Cleaning food and changing water in exhibits
- Interactively leading, educating, and guiding attendees through exhibits
- Preparing and distributing informative brochures and learning materials
- Organizing “take your child to work” day activities
- Managing invoicing and billing
- Labeling phone extensions

SAMPLE SCHEDULES FOR STUDENT WORKERS

	MONDAY FRESHMEN	TUESDAY SOPHOMORES	WEDNESDAY JUNIORS	THURSDAY SENIORS
ARRIVAL	Check in with Supervisor	Check in with Supervisor	Check in with Supervisor	Check in with Supervisor
9:30AM	Amortization Schedule - Staff Accountant	IT Orientation	IT Orientation	Payroll Preparation & Distribution - Payroll Coordinator
10:00AM	Job Alphabetizing - Accounting Clerk	Insurance Policy Scanning - Corporate Comptroller	Matching PAO Checks – Staff Accountant	I9 Scanning – Director of HR
11:00AM	Check Filing – AP Clerk	Meeting w/ COO	Insurance Policy Scanning - Corporate Comptroller	Meeting w/ COO
12:00PM	Lunch	Lunch	Lunch	Lunch
12:30PM	Check Filing – AP Clerk	Job Alphabetizing - Accounting Clerk	I9 Scanning – Director of HR	IT Orientation
1:30PM	Front Desk Reception	Front Desk Reception	Front Desk Reception	Front Desk Reception
2:30PM	Outgoing Mail Processing – Payroll Coordinator	Outgoing Mail Processing – Payroll Coordinator	Outgoing Mail Processing – Payroll Coordinator	Outgoing Mail Processing – Payroll Coordinator
3:00PM	End of Day Check in w/ Supervisor and Complete Timecard	End of Day Check in w/ Supervisor and Complete Timecard	End of Day Check in w/ Supervisor and Complete Timecard	End of Day Check in w/ Supervisor and Complete Timecard

SAMPLE HOSPITAL SCHEDULE: FRESHMAN STUDENT

Monday Freshman Scheduled Workday
Arrival: Check in w/ Supervisor
Central Sterile Service and Day Surgery **CSS:** Wrapping baby blankets for sterilization Wrapping metal basins for sterilization Assisting with filing Reviewing daily incubator and load reports for completeness Assisting with ordering of supplies Cleaning patient care equipment Transporting instrument carts to the Operating Room Assisting with placing instrument in storage in the Operating Room **Day Surgery:** Under direct supervision of the RN, providing post-op patients with snacks and drinks prior to discharge Assisting with filing and copying of patient records Assist with ordering of supplies Discharging patients via wheelchair to either the East Entrance or Valet Entrance Assisting with delivering of charts from Pre-Admission Testing to Day Surgery Assisting with chart assembly Cleaning stretchers and equipment Assisting PACU RN with transporting post-operative PACU admitted patients to floor. Restocking and filling patient bags with slippers and gowns
IWA: Population Health Data entry of practice performance results into excel Printing patient profiles out of Athena population health tool as directed and organize for PHGs Creating reports/track use of reports and results on spreadsheets Creating packets/folders/binders of literature and/or marketing materials in preparation for group or individual meetings Participating in Health System onboarding and HIPAA education Organizing and tracking meeting minutes for detailed progress on particular projects
Maternal Infant Student Work Life Experience Taking down discharge patients Answering Call bells Making rounds with patients for pain scores Picking up Rhogam from lab Assembling discharge education folders, paternity folders Loading paper in printers Keeping desktop areas organized Distributing juice and water to all patients Checking expiration dates in supply closets Cleaning refrigerators Other tasks assigned
End of Day: Complete Time Card

SAMPLE HOSPITAL SCHEDULE: SOPHOMORE STUDENT

Tuesday Sophomore Scheduled Workday
Arrival: Check in w/ Supervisor
Central Sterile Service and Day Surgery **CSS:** Wrapping baby blankets for sterilization Wrapping metal basins for sterilization Assisting with filing Reviewing daily incubator and load reports for completeness Assisting with ordering of supplies Cleaning patient care equipment Transporting instrument carts to the Operating Room Assisting with placing instrument in storage in the Operating Room **Day Surgery:** Under direct supervision of the RN, providing post-op patients with snacks and drinks prior to discharge Assisting with filing and copying of patient records Assist with ordering of supplies Discharging patients via wheelchair to either the East Entrance or Valet Entrance Assisting with delivering of charts from Pre-Admission Testing to Day Surgery Assisting with chart assembly Cleaning stretchers and equipment Assisting PACU RN with transporting post-operative PACU admitted patients to floor. Restocking and filling patient bags with slippers and gowns
Experience Design Production Assistant Learn about and have the opportunity to implement Experience design concepts through various training opportunities such as experience producer training and guide training. Other experience trainings may be available and will be discussed as applicable. Assist the Senior Experience Producer and Production Coordinator with production and implementation of meetings and logistics at Spark! Assist to create themes, memorabilia, props and set-up and tear-down of meetings and events at Spark! Learn the importance of the guide role at Spark and act as a guide periodically, working with the Production Coordinator. Access to various departments at times to learn and observe as well as partake in job related tasks as available for the Marketing & Sales, Facilities and Construction, Talent (recruitment) and Holy Redeemer University. Gaining insight and knowledge into how each role on the Experience Design team supports each department and helps to drive the Mission and Values forward. Light graphic design work as available – PowerPoint presentations, Invitations, memorabilia/giveaways, etc. Assisting with audio visual components – computer connections, projectors, audio conferencing, in room audio visual systems, etc. for meetings and events. Administrative tasks as needed – scheduling of rooms, inventory, data entry, etc.
Maternal Infant Student Work Life Experience Taking down discharge patients Answering Call bells Making rounds with patients for pain scores Picking up Rhogam from lab Assembling discharge education folders, paternity folders Loading paper in printers Keeping desktop areas organized Distributing juice and water to all patients Checking expiration dates in supply closets Cleaning refrigerators Other tasks assigned
End of Day: Complete Time Card

SAMPLE HOSPITAL SCHEDULE: JUNIOR STUDENT

Wednesday Junior Scheduled Workday
Arrival: Check in w/ Supervisor
Central Sterile Service and Day Surgery - 2 students **CSS: (Student A = am / Student B = pm)** Wrapping baby blankets for sterilization Wrapping metal basins for sterilization Assisting with filing Reviewing of daily incubator and load reports for completeness Assisting with ordering of supplies Cleaning patient care equipment Transporting instrument carts to the Operating Room Assisting with placing instrument in storage in the Operating Room **Day Surgery: (Student B = am / Student A = pm)** Under direct supervision of the RN, providing post-op patients with snacks and drinks prior to discharge Assisting with filing and copying of patient records Assisting with ordering of supplies Discharging patients via wheelchair to either the East Entrance or Valet Entrance Assisting with delivering of charts from Pre-Admission Testing to Day Surgery Assisting with chart assembly Cleaning of stretchers and equipment Assisting PACU RN with transporting post-operative PACU admitted patients to floor. Restocking and fill patient bags with slippers and gowns
IWA: Population Health Data entry of practice performance results into excel Printing patient profiles out of Athena population health tool as directed and organize for PHGs Creating reports/track use of reports and results on spreadsheets Creating packets/folders/binders of literature and/or marketing materials in preparation for group or individual meetings Participating in Health System onboarding and HIPAA education Organizing and tracking meeting minutes for detailed progress on particular projects
End of Day: Complete Time Card

SAMPLE HOSPITAL SCHEDULE: SENIOR STUDENT

Thursday Senior Scheduled Workday
Arrival: Check in w/ Supervisor
Central Sterile Service and Day Surgery - 2 students **CSS: (Student A = am / Student B = pm)** Wrapping baby blankets for sterilization Wrapping metal basins for sterilization Assisting with filing Reviewing of daily incubator and load reports for completeness Assisting with ordering of supplies Cleaning patient care equipment Transporting instrument carts to the Operating Room Assisting with placing instrument in storage in the Operating Room **Day Surgery: (Student B = am / Student A = pm)** Under direct supervision of the RN, providing post-op patients with snacks and drinks prior to discharge Assisting with filing and copying of patient records Assisting with ordering of supplies Discharging patients via wheelchair to either the East Entrance or Valet Entrance Assisting with delivering of charts from Pre-Admission Testing to Day Surgery Assisting with chart assembly Cleaning of stretchers and equipment Assisting PACU RN with transporting post-operative PACU admitted patients to floor. Restocking and fill patient bags with slippers and gowns
Experience Design Production Assistant Learn about and have the opportunity to implement Experience design concepts through various training opportunities such as experience producer training and guide training. Other experience trainings may be available and will be discussed as applicable. Assist the Senior Experience Producer and Production Coordinator with production and implementation of meetings and logistics at Spark! Assist to create themes, memorabilia, props and set-up and tear-down of meetings and events at Spark! Learn the importance of the guide role at Spark and act as a guide periodically, working with the Production Coordinator. Access to various departments at times to learn and observe as well as partake in job related tasks as available for the Marketing & Sales, Facilities and Construction, Talent (recruitment) and Holy Redeemer University. Gaining insight and knowledge into how each role on the Experience Design team supports each department and helps to drive the Mission and Values forward. Light graphic design work as available – PowerPoint presentations, Invitations, memorabilia/giveaways, etc. Assisting with audio visual components – computer connections, projectors, audio conferencing, in room audio visual systems, etc. for meetings and events. Administrative tasks as needed – scheduling of rooms, inventory, data entry, etc.
End of Day: Complete Time Card



Fleet Invoicing Clerk

Job Summary:

The Fleet Invoicing Clerk's primary responsibility is to process Fleet Services bills on time and ensure that the company is billed properly according to the given estimates.

Essential Duties & Responsibilities:

- Invoicing clerks receive and enter invoices into TMT (CRM Database).
- Invoicing clerks ensure that the final invoice matches estimates given, input the descriptions, correct VMRS codes and close the R.O or P.O.
- Maintain currency per terms and discount options.
- Work error reports from previous days input.
- Batch, scan and email processed invoices to AP.
- Navigate vendor websites to pull invoices and statements.
- Email and Phone duties include answering vendor requests, queries and payment follow up.

Requirements:

- Microsoft Office, Excel, Word Knowledge
- Computer Data Entry Skills
- Strong organizational & Time Management Skills
- Limited Mechanical Aptitude A Plus
- Knowledge of VMRS is a Plus



Department: Human Resources

Student Job Title: Human Resources Intern

Job Duties & Responsibilities:

Data Entry, Scanning, Prepare files for imaging by purging file contents, Copying, Faxing, Shredding, Printing, Folder Development, Greet visitors, new employees, and interviewees, Assist in worker compliance and on-boarding processes, Manage and organize files & documents, Internet research, Provide organizational support within offices, meeting spaces, etc.

Skill Requirements:

Word Processing. Advanced Presentation Software. Basic Internet Research, Advanced Correspondence, Basic Data Processing, Advanced File Management, Advanced Confidentiality, Advanced Listening & Note Taking, Advanced Writing, Basic Verbal Presentation, Basic Telephone Etiquette, Advanced Attention to Detail. Advanced Alphabetizing, Advanced Microsoft Word, Advanced Microsoft Excel, Advanced Microsoft Outlook, Advanced Other.

Student Job Description:

The student will work closely with Associates in the Human Resources (HR) Division to learn the various aspects of HR including recruitment & employment; benefits; compensation; diversity & inclusion; organizational development & staff engagement and volunteer resources. Job duties include answering telephones, filing and responding to employee inquiries in the HR Service Center. Other assignments include data entry, copying documents and preparing training binders. In this organization, a successful Cristo Rey student worker will…have an outgoing personality and interact well with others. The student will take initiative to assist others in resolving issues. They will greet employees and applicants coming into the HR Service Center with a smile and ask, "How may I help you?" When they do not have the answer to a question, the student will be willing to seek it out from various sources including other HR employees and the Abington Intranet. A successful Cristo Rey student-worker will have a desire to learn about the dept and the overall organization, take ownership for their behavior and respond positively to constructive feedback. The student will make suggestions on how things could be done better to assist others.



Digital Content Work-Study Intern

Job Summary:

The World Affairs Council of Philadelphia is seeking a Digital Content Work Study Intern who is interested in learning more about social media content creation and management, press relations, and assisting in other various digital content creation.

Essential Duties & Responsibilities:

- Monitor social media platforms for trending news, ideas, and feedback.
- Assist with the administration of social media accounts including Facebook, Instagram, Twitter, and LinkedIn by brainstorming and researching content, developing engagement strategies, creating content, and scheduling posts.
- Document past press placements.
- Assist in the reporting of social media and marketing monthly metrics.
- Assist in developing marketing communications materials such as brochures, flyers, social media content, and newsletters
- Design and present new social media campaign ideas.

Requirements:

- Strong interest in current events, politics, cross-cultural relations and/or global affairs • Excellent written and verbal communication skills
- A solid understanding of the MS Office Suite
- Strong organizational and time management skills
- Understanding of various social media platforms

Title: Student IT Work-Study

Department: Technology & Library Services – Support Services

Reports to: Systems Administrator

Primary Function: Provide as needed onsite or remote support to the end users of University supplied technology. Primary responsibility is to help with classroom, conference rooms and desktop support as well as help with Help Desk tickets.

Principal Duties & Responsibilities:

- Organize and inventory computer equipment
- Transport PCs and devices between TEI and main campus (if driver's license)
- Initiate and maintain detailed tickets within the Help Desk ticketing system
- Troubleshoot classroom and conference rooms technology issues
- Assist in setting up new computers, networks, and software for users
- Installing operating systems and other computer software applications
- Supporting the maintenance of existing computers, including troubleshooting problems with hardware and software
- Using networking toning devices, find any unlabeled network ports, tone out the line and label
- Provide first level of support for users
- Other related duties as assigned

Customer Contacts: Faculty, students, and staff.

Supervision Received: Classroom and Desktop Support Specialists

Working conditions: Office, classroom, lab and clinical environments at all Salus facilities.

Job Requirements:

- Must have excellent communication skills; Ability to prioritize and handle several tasks simultaneously
- Ability to learn to work independently and with teams in a fast-paced environment
- Working knowledge of personal computers, peripherals and applications (Microsoft Office,
- Google Applications, and Apple Products).
- Excellent written and verbal communication skills
- Familiarity with learning technologies and classroom/conference room technologies

PROGRAM LOGISTICS AND POLICIES



STUDENT SCHEDULE

All students go to school four (4) days per week and work one (1) day per week. The work and academic schedules are aligned so that an entire grade level deploys for work on the same day of the week. Students never miss school to go to work. No students work on Fridays.

- Monday: Freshman class reports to work
- Tuesday: Sophomore class reports to work
- Wednesday: Junior class reports to work
- Thursday: Senior class reports to work

The work-day starts on campus at Cristo Rey Philadelphia High School, not at your office, with morning check-in and assembly. Beginning the work-day at school is a critical element of our program. It allows Cristo Rey to provide safe transportation for our students to and from work at no expense to students or their families or the job partner. At morning check-in and assembly, the Work-Study Staff takes attendance, checks for uniform compliance, provides students with any workplace updates, and honors students who have received exceptional reviews on their time-cards from the prior work week

(just one of many important reasons that supervisors should complete timecards for their student!) The assembly provides an opportunity to recognize high performers and inspire others to excel at work.

BASIC SCHEDULE:

- 7:40am | The Work-Study staff welcomes students; students report to Essent Gymnasium for check-in
- 7:55am | Students have checked in with staff by this time in full uniform
- 8:00am | Assembly, shout-outs, and announcements
- 8:15am | Students are dismissed to vans, buses or subway
- 9:00am – 9:30am | Students arrive at work sites
- 3:00pm – 3:30pm | Students are picked up from work/leave work. Some students may be picked up closer to 2:30pm, based on office location.

TRANSPORTATION

WSP provides transportation to and from work for all students. Students are transported to work via van, bus or subway. Students are responsible for getting to the office from the transportation drop off location on time. Students are responsible for reporting to the transportation pick up location on time. Students should not leave the office prior to the end of the work day. WSP Staff will let you know in the beginning of the school year the time you should expect students to arrive and when they should leave the office in order to get to the pick-up location. If there are any deviations from the regular drop off or pick-up time due to exceptional circumstances (unusual traffic, weather conditions, subway breakdown, vehicle issue), the WSP Staff, not the student, will communicate and/or confirm that deviation from schedule with the supervisor. The supervisor should reach out directly to WSP Staff via email and/or phone in the morning if a student has not arrived on time and you have not been notified in advance of an expected delay. Students are not permitted to leave work early for any reason without the advance approval of WSP Staff. If there is an extenuating circumstance and a student needs to leave work early, WSP Staff, not the student, will contact and inform the supervisor in advance. For all transportation matters, supervisors should communicate directly with WSP Staff and not the drivers.

TIMECARDS

WSP utilizes an electronic system to track hours students spend at work and to provide weekly performance feedback. Timecards provide a legal record of the number of hours students work. They are also a valuable tool for regular communication between student, supervisor and WSP Account Manager. WSP Staff use timecard feedback to determine awards and recognitions throughout the school year. The student is required to submit a timecard, and the supervisor is required to rate the student's daily performance through the timecard. The student will document daily accomplishments and noteworthy interactions. The supervisor will use the timecard to assess the overall daily performance, opt to share detailed feedback with the student and request a follow up from the Account Manager if needed. Please advise the Account Manager if a supervisor receiving timecards should be changed. Completing the timecards is one of the most critical responsibilities that a

supervisor has. The daily feedback from the timecards allows Work-Study Staff to quickly intervene, redirect and support both the student and the supervisor if a student is not meeting expectations.

BEST PRACTICES:

- Multiple channels of feedback: The timecard is only one way to give feedback. Have regular conversations and touchpoints with your students regarding their strengths and areas for growth with respect to performance. Acknowledge and applaud positive performance and behaviors. Acknowledge and redirect substandard performance and behaviors.
- Relationships go a long way. Take the time to build a relationship with the students so you can celebrate the good work while also sharing constructive feedback when necessary.
- Be direct and accurate in timecard ratings: Don't be afraid to select "needs improvement" or "unsatisfactory". Students are accustomed to receiving grades and constructive feedback from the faculty and staff at Cristo Rey so that they can learn, grow and develop. WSP Staff read timecards every day in order to have a pulse on student performance and behavior.
- Accompany a substandard timecard with a conversation.
- Do not be an island: If you are uncertain how to address a performance issue or would like support and guidance, contact the WSP Account Manager or any member of the WSP Staff.

LUNCH & BREAKS

Student workers are allowed to take lunchtime and breaks according to the Job Partner's preference and schedule. Department of Labor regulations require students to receive two 15-minute breaks and one at least 30-minute lunch break.

- **Timing:** WSP recommends that students take 30 minutes for lunch but no more than an hour at most. WSP recommends that lunch break occurs at some point between 11am and 1pm, that the Job Partner assign a specific lunchtime and that the assigned lunchtime remains the same throughout the school year.
- **Location:** WSP recommends that students each lunch in the office cafeteria or specific spaces designated for employees to eat lunch. As a rule, students are not permitted to leave the office and go out to lunch. WSP understands that there are special occasions and opportunities for students to go out for lunch with colleagues. If there is a special occasion or opportunity for the student to eat lunch outside of the building with colleague, please contact WSP Staff for approval for the student to leave the premises.
- **Lunch:** WSP provides a free bagged lunch to students in the morning at check-in. Students may choose to pack their own lunch and/or purchase lunch from a cafeteria or vendor that is located at the office.

Job Partners should communicate lunch expectations during Site Visit Day and reinforce expectations during the first week of work. Expectations include what time students should take lunch, where students should eat lunch and where students may store a bagged lunch. WSP encourages Job Partners to include and invite students to departmental lunches. These opportunities foster student learning, improve their communication skills, and build rapport within the Job Partner

workplace. In instances where there is a group lunch off-site, please give the WSP Staff advance notice and WSP Staff can authorize permission for the student worker to leave the premises for this occasion.

If the student worker abuses their lunch break privileges, Supervisors should address the behavior with students and note the behavior in the timecard review. WSP staff will follow up with the student on the importance of following program policies related to lunch.

UNIFORM

Although student workers provide services to various job partners, they are employees of Cristo Rey Philadelphia WSP. Therefore, students are required to always remain in Cristo Rey uniform. There are a handful of exceptions to this rule for students who work in hospital or museum type settings. All student workers are required to arrive at work in complete school uniform. Prior to departing from school to work in the morning, WSP Staff are responsible for evaluating students' attire and general compliance with the uniform policy. Please keep in mind that students can change their appearance between school and work, so it may be necessary to speak to a student upon arrival at work and notify WSP staff if a student is not dressed appropriately.

Top	Cristo Rey Polo (tucked in) Short or Long Sleeve Dress Shirt (light blue or white) Solid Navy Tie (optional for women)
Bottom	Gray or Charcoal Pants with Cristo Rey logo and Black Belt Plaid Skirt (optional for women)
Shoes	Solid Black Dress Shoes
Socks	Solid Black or Navy Dress Socks Solid Black or Navy Knee-High Socks or Tights with the Plaid Skirt
Outerwear	Navy Long Sleeve Cardigan with Cristo Rey logo Navy Blazer with Cristo Rey logo White, Gray, or Navy Quarter-Zip from the Cristo Rey Pro Shop
Religious Attire	Must be Solid Navy, Black or Gray

The following items are prohibited:

Footwear: Crocs, Converse, Vans, Uggs, and sneakers may be fashionable, but they are not uniform.

Headgear: Hats, caps, visors, and headbands are not permitted.

ATTENDANCE & MAKE-UP DAYS

Students are expected to attend work every workday they are assigned. WSP has strict rules and procedures for student workers who miss work. If a student needs to miss work due to illness or an extenuating circumstance the student is required to make up the missed workday on a day that school is closed, and the office is open. Job Partners pay a fee in return for student work, so an absence from work must be made up to fulfill WSP's commitment to Job Partners. Patterns of lateness or absence can be cause for termination from a student's job. If a student is not present when his/her transportation route departs, the student will not attend work that day and it will be considered a "Workday Absence."

If a student worker will miss work, the student worker is required to:

- Prior to the start of the school day (7:55 AM), call school and notify the WSP Staff at school that she/he will be absent.
- Schedule a date with their supervisor to make-up the day of work missed when they return to work.
- Student workers are also instructed that make-up days will be scheduled at the convenience of their supervisor and will be coordinated and approved by WSP Staff.
- The student workers are responsible for bringing an absence make-up form to their supervisors, completing it with the supervisors and returning it to a member of the WSP staff for approval.
- WSP Staff will notify a Job Partner if one of its student workers is not on the morning transportation route to go to work on a particular day. If a student worker is absent and a Job Partner does not hear from either the student worker or the Account Manager, please notify the WSP office immediately.

Additional Circumstances

- **Illness at Work** - If a student worker becomes ill at work, the Job Partner is asked to call any member of the WSP Staff and WSP Staff will arrange for pick-up of the student worker. Please do not release a student worker on her/his own recognizance.
- **Medication at Work** - In most instances, Job Partners do not administer medication at work. All medications, including over-the-counter medications (i.e. Tylenol®, Advil®, acetaminophen, ibuprofen) must be approved by the school. Some students have allergies to certain medications, and other students do not have parental consent to take certain medications. Please call WSP Staff before giving a student any medication. Any student requiring rescue medication, such as asthma inhalers or epi-pens, should be allowed immediate access for use. If you have questions, please contact the school, and do not hesitate to call 911. The CWSP will notify you if a student placed at your company has any of these emergency medical conditions.
- **School Activities & Sports** - School activities and sporting events will not interrupt a student's work schedule. If any school activities or sporting event conflicts with a student's work schedule, the student's first responsibility is to their job. A student may not miss any work to participate in extracurricular activities. Job Partners should be aware that students do not have approval to miss work for any school activities unless a request is made directly by WSP Staff to Job Partners and Job Partners grant approval. An example of a request is participation in a playoff or championship game.

- **Snow or Inclement Weather** – Cristo Rey Philadelphia High School closings or delayed openings will be carried on KYW News and the Cristo Rey Philadelphia High School website, www.cristoreyphiladelphia.org. To simplify snow / inclement weather decisions, as a rule, if Philadelphia Archdiocese Schools are closed or delayed, Cristo Rey Philadelphia High School will generally follow suit. If the school is closed or there is a 2-hour delay, students will not report to work and the day will not be made-up, since this counts as a school closing.

Due to daily student worker transportation planning, please report Job Partner morning office closings to the WSP Office by 7:30 a.m., if possible. Please also report early closings during the workday as soon as possible to enable adjustments to the student transportation schedule.

TECHNOLOGY

As a rule, students are taught that it is inappropriate to use cell phones, personal electronic devices or the internet while at work – period. Although Job Partner corporate culture may include the use of headphones or phones during the workday, it is still discouraged for student workers. Exceptions to this can be made, depending on the Job Partner policies and the nature of the work being done by the student. WSP encourages Job Partners to discuss with students the difference between appropriate and inappropriate use of technology.

A final note on cell phones: the less engaged a student is on the job (i.e., left with long periods of time without work assignments), the more likely they are to use a cell phone inappropriately. The best way to address this is to ensure your student workers are provided with work to do and engaged.

Internet usage at the workplace is necessary for students to accomplish tasks given to them by their supervisors. As a general policy, social media websites are NOT allowed to be accessed during work, such as Instagram, Facebook, Twitter, and TikTok, as well as YouTube and Netflix or other streaming services. Only websites approved by the supervisor may be accessed at the workplace.

SPECIAL EVENTS

If there is an opportunity for a student to attend a special event that is outside of their scheduled work-day or work hours (i.e. Office Celebration, Presentation, Social Impact Event, Banquet, Awards Ceremony, Sporting Event), please contact WSP Staff to discuss the opportunity and determine if it is possible for the student to attend. Students are not permitted to miss academic classes during a school day to attend events. However, exceptions can be made for special occasions and opportunities. If the event is in the evening, on the weekend or a school holiday, WSP Staff can work with the supervisor and parent/guardian to obtain permission to attend the event accompanied by a WSP or Cristo Rey staff member. WSP is grateful that students are included in these types of special events and has been able to make accommodations when feasible to coordinate participation. Never hesitate to ask if this is possible but understand that we may not always be able to make it happen.

COMMUNICATION

WSP Staff works in partnership with Job Partners on all matters of student concern. WSP Staff must be utilized as the primary point of contact between Job Partners, students, and their families. If a parent/guardian contacts a Job Partner with questions or concerns, please refer him/her/they directly back to the WSP staff and do not attempt to coordinate logistics or answer questions related to program policies and expectations. Parents/guardians will be instructed in the same way concerning direct communication with Job Partners.

STUDENT & PARTNER SAFETY

BACKGROUND CHECKS & CLEARANCES - In accordance with Pennsylvania law, Supervisors are required to undergo a criminal background check. See, https://www.dhs.pa.gov/KeepKidsSafe/Clearances/Pages/default.aspx. WSP requires supervisors to submit the results to WSP. WSP is available to walk supervisors through the process and provide support in coordinating compliance.

CONCERNS ABOUT HEALTH OR SAFETY OF STUDENT - If a Job Partner has any concerns about the physical or mental health or safety of a student they should reach out to WSP Staff immediately and relay the concern so that WSP can support the student and respond appropriately.

SEXUAL HARRASSMENT & DISCRIMINATION - WSP requests and expects that all Job Partners treat student workers with respect. For the safety of its student workers, and in conjunction with the Job Partner's own policies, the program is very sensitive to matters involving sexual harassment, discrimination or other inequitable treatment of student workers based on gender, race, culture or religious beliefs and reserves the right to remove student workers, if necessary. WSP also expects that student workers treat their supervisors and office colleagues with respect. Student workers are prohibited from engaging in sexual harassment, discrimination or other inequitable treatment of work colleagues based on gender, race, culture or religious beliefs. In the event a student worker engages in such prohibited behavior, the Job Partner should immediately report the conduct to WSP Staff. WSP reserves the right to remove student workers, if necessary.

Student workers have very specific and clear procedures for reporting incidents of inappropriate behavior at Cristo Rey Philadelphia High School. If a student worker reports any incident, WSP Staff will contact the Job Partner to evaluate and discuss the situation. Whenever possible, WSP Staff will cooperate with the Job Partner's Human Resources Department to resolve the situation in accordance with organization's guidelines.

GENERAL STUDENT MISCONDUCT ON THE JOB - WSP has a vested interest in both the continued satisfaction of its Job Partners and the continued success of its student workers in their work experience. WSP staff will act as mediator in difficult situations between the Job Partner and the student worker. Job Partners are requested to notify the program as soon as possible regarding any incident of misconduct involving a student worker. WSP expects student workers to conduct

themselves in a mature and professional manner. Incidents of misbehavior by student workers in the workplace are treated very seriously.

Job Partners should be aware that any student behavioral problems occurring at work will be dealt with on an individual basis. WSP may choose to remove a student worker from the workplace. If this occurs, WSP will coordinate with the Job Partner to replace the removed student as soon as possible.

Student workers are held to high standards of honesty and integrity by WSP. The program has instructed student workers that the use of a Job Partner's telephone, Internet, office equipment, office services or office materials without a supervisor's approval is prohibited.



BEST PRACTICES FOR SITE VISIT DAY

Site Visit Day is a day to begin to build a relationship with your students - it is the one day where you will have your entire student team in your office at the same time. Site Visit Day starts at approximately 9:00 am, when your team and their chaperone arrive at your office and will run until around 11am.

Prior to students arriving, please ensure your Relationship Manager has the following:

- Exact address of your office, including any special instructions as to how to access the office upon arrival
- The name and phone number of the Site Visit Day contact person

(This information will be communicated to the Site Visit Day chaperone, a member of the Cristo Rey Philadelphia Faculty & Staff)

A typical Site Visit Day includes the following - please feel free to put your company's own personal spin on what the morning looks like:

- A casual breakfast or snack is a nice touch to help initially welcome the students and provide an immediate sense of inclusion & camaraderie

- Invite all your employees who will be supervising students to attend the session, to meet with their student and even participate in some icebreaker activities. Examples of icebreaker activities are listed below.
- If you are able, invite a member of senior leadership to attend to welcome and get to know the students
- Introduce students to the nuts and bolts of your company - review exactly what your company does, who your customers are, your company history. **Remember, these are teenage students, who may not have ever had exposure to your company or your industry before.
- Conduct a tour of your office space, including student work areas. Be sure to include details on how people move around the space - where ID badges are needed for access, etc.
- Review any Human Resources policies; if there is any onboarding paperwork that students need to complete, this is a good time to get that done. It is also a good time to take employee ID photos, distribute access badges, etc.
- Most importantly, set expectations for work performance!
- Send an initial email to your company letting them know about the Cristo Rey program and to expect Cristo Rey Student Associates at the office. (See sample email below.)

Sample Icebreaker Activities for Site Visit Day:

- **Two Truths One Lie** - Have each student and supervisor tell the group two truths and one lie. The group has to decide which statement is a lie.
- **What Am I?** - Write an item on a note card for as many students and supervisors as you have. Tape a note card to each person's back. Each person must figure out the item is on their note card by asking yes or no questions.
- **Most Prized Possessions** - This game helps people learn what they all value the most. To play, ask everyone if they were going to be deserted on an island, what three things would they want to bring with them and why.
- **What Would You Buy?** - Tell the group that they just won a certain amount of money. Each person must tell the group what they would buy with it.
- **Guess the Celebrity** - Give the group hints about a celebrity. The first person to guess whom it is wins. If you have pieces of candy, you can give that out as prizes. (Be mindful - the celebrities you think of may not be the most well-known celebrities for teens. You may want to Google for some ideas).

FIRST DAY OF WORK EMAIL EXAMPLE

Dear Colleagues,

Please welcome the newest members of ABC Company! Starting next week, four students from Cristo Rey Philadelphia High School will join us daily until June. Cristo Rey Philadelphia High School prepares students for post-secondary success in education and work through a mutually transformative learning experience sustained by 21st century skills (communication, collaboration, creativity and critical thinking), good work habits and a commitment to justice and peace. Through the Work Study Program (WSP), each student at Cristo Rey works one day per week to defray the cost of his/her tuition, as well as to gain valuable experience in professional work environments. ABC Company is proud to have partnered with Cristo Rey Philadelphia for the past three years. We are excited that two of our students are returning from last year; watching their growth and development has been most impressive.

- On Monday, freshman LilyRose McGraw will work in Human Resources under the supervision of Kristen Johnson. LilyRose will aid Kristen in processing job applications, filing background checks and creating new employee files.
- Sophomore Jailyn Medley, our Tuesday worker, will work with Stephanie Holcomb in Marketing to compile sales packets. Jailyn will also check the accuracy of contacts in our database.
- Jalile Crooks will work in Accounts Payable every Wednesday. A junior, Jalile, will process invoices with John Miller.
- On Thursday, Senior Avanika Riley will work with Dale Christiansen in Information Services. Avanika has the important task of reimaging older laptops and inventorying desk units.

Please give a warm ABC Company hello to the students when you encounter them in the offices! I welcome feedback regarding our student workers, so don't hesitate to contact me directly with questions or comments.

Sincerely,
Josephine Wright
SVP, ABC Company

PREPARING FOR YOUR STUDENT WORK TEAM GUIDE

The following list provides guidelines on how to prepare for your student workers to join your company. Included are items to plan for prior to your student workers starting, as well as items to think about once work has begun.

If you have any questions, please contact your Account Manager.

- **Documentation:** Will students need to complete anything ahead of the start date -background checks, HIPAA training, proof of age, health screenings, NDAs, etc.? *Any required paperwork can be completed during Site Visit Day. Your Account Manager can facilitate any required parent/guardian signatures or additional onboarding requirements, such as vaccination records.
- **Company policies:** Are there any vital company policies around harassment, discrimination, reporting guidelines, confidentiality, etc. that the student worker needs to read and understand? *This information can be reviewed during Site Visit Day.
- **Communication:** How will your office share the news about the student work team starting? Is there an internal communication that can be distributed across the company or office? Do you want language about CRPHS to be included in the email? *For a sample introduction email, please see sample provided in this section of the RoadMap
- **Orientation:** Will student workers participate in any kind of new employee or intern onboarding? Will this be handled by one supervisor, HR or someone else? *Site Visit Day is a great opportunity for an orientation program.
- **Computer hardware/software:** Do you want to give student workers company hardware, or will the student's school Chromebook suffice? Will they need usernames and passwords for any additional programs? Who can students go to with computer issues? (i.e., difficulty with internet access or forgotten password) Be sure to review your company's policies on computers and tech with the students.
- **Work Location/ID Cards:** Where will your student workers be located? We recommend assigning a designated desk or office space, as this helps students feel welcomed and part of the team. Communicate your expectations about what you expect around desk /office cleanliness, especially if students are sharing the space with other interns. Will your students need to be issued an ID card/security badge? Be sure to review your company's policy for lost ID cards / access badges.
- **Supervisors:** Who will be the primary work team supervisor and who will be the back-up supervisor(s)? Is the supervisor or back-up supervisor well placed to approve timecards and complete performance evaluations? Please provide your Account Manager with the names and email addresses of all supervisors; they will receive a daily Timecard from their students to provide feedback. We will also use this contact information to provide Cristo Rey Work Study updates periodically throughout the year. It is helpful for your Account Manager to know student supervisors prior to the start of work, so they can communicate this information to students ahead of time.
    - All supervisors will need to have clearances on file with Cristo Rey Philadelphia. Instructions on how to complete the required clearances will be provided by your account manager.
- *Student Worker Responsibilities*

- **Job description:** What will student workers spend their time on? Please spend time deciding how your students will best contribute to the success of your company and be sure to explain this to your students when they arrive. The more students see how their responsibilities fit in with the organization as a whole, the more ownership and pride they will take in their job.
- **Schedule:** Will students follow a schedule each day? Will they work with one department or different departments?
- **Routines:** Are there department routines that the student workers can be integrated into (organizing e-files, weekly projects or reports, staff meetings, etc.)? This goes a long way toward making your students feel comfortable and involved in your organization.

ONCE THE STUDENT WORK TEAM STARTS

- **Confidentiality:** Is there anything that the student workers need to know/understand about confidentiality of information? Are there procedures they need to read and follow?
- **Introduction to what the Company does/History of the Company:** Work Study placements give our students opportunities to understand the corporate and nonprofit worlds. Understanding what a company does and how the company fits into this world will help them do a better job. Consider asking a student to do their own research -direct students to the company website - and meet with their supervisor prepared to share their notes or some slides on what they discovered.
- **Department Knowledge:** What does the department that the student workers will be in do and what is the significance of this department? This may be the first time these student workers have experienced a certain industry/department and they have limited knowledge initially of what the department does or why the department exists.
- **Office technology and Software Intro:** What office technology and/or software will students use on a regular basis? Who can they ask for help when they are using something for the first time?
- **Training:** Is there training that they must complete as an intern/employee of the company? Are there Standard Operating Procedures (SOPs) or Work Instructions they need to read and understand?
- *General Office Interactions*
    - Make sure students know who their supervisors are. In the event their supervisor is not available, who does the student worker go to with a question?Will the student meet regularly with their supervisor for mentoring or professional development?
    - If the primary person is not available, who would the student worker turn to?
    - What is the best means of communication for the student worker to ask questions?
    - How does the student worker know that person is not available for questions?Many student workers don't like to "interrupt" the supervisor, so how can they be made to feel comfortable doing so?
    - Names: How should student workers address adults, both in person and via email - First name? Ms.? Mr.?

    - Email: Will the student worker use company email or their school email? Is there any email etiquette that the student worker needs to be aware of? Are there sample emails or signatures they can be shown?
- **Breaks:** When and where does the student worker go for breaks and lunch and for how long? Do they need to notify a supervisor or someone else when they go? Legally, students need at least a 30-minute lunch and two 15 min breaks. Are there expectations for breaks / lunch regarding cell phone usage?

BEST PRACTICES: WORKING & INTERACTING WITH STUDENTS

INSTILLING PRIDE AND EMPOWERING STUDENTS FOR A LIFETIME OF PROFESSIONAL SUCCESS

Part of our goal at Cristo Rey is to teach our young professionals the importance of communication and using the resources available to them. While your young professional is transitioning into a new work environment it's very important that they feel comfortable and supported in the workplace. As such, getting to know your student on a deeper level is imperative to their success. The relationships you build with students lead to a level of respect and trust which is essential for a high school student to be successful within this program. Students want to feel like they are part of the workplace community not only through the work they are given but also through the relationships and connections created. This is not necessarily easy with every student and takes time!

TIPS FOR INTERACTING WITH STUDENTS

The Value of Conversations

- Start every student's workday with a conversation if possible. Engage in discussion about their Academic and Work-Study experience
- Ask students about themselves but also share about yourself. The more they know about you the more likely they are to engage you rather than the other way around.
- Find connections or similar likes. This leads to easy conversation starters.
- Ask students to elaborate on answers or have them explain themselves. Yes or No answers should be challenged.
- Schedule regular 1-on-1's with your Student Associate.

Intern Engagement Strategies

- Having Lunch with Your Intern
- Shadowing in the Workplace
- Connecting interns with Co-Workers of Common Interest
- Introductions are important to start building connections around the office! It is difficult for many students to take the initiative to meet new people, and this gives them somewhere to start.
- Ask them for their extracurricular activities' schedules. It can be an easy way to connect on their sports game or cheer leading competition.

ASSIGNING WORK & SPEAKING WITH INTENT

Students know being part of the work study program means hard work and putting themselves in situations that they are not used to. Do not be afraid to assign students work or tasks that they might not necessarily like! See a few tips below on how best to assign work and speak with intent with working with student associates.

- Create buy-in. Explain why students are completing these tasks and why it's important to the company. They like to understand how the tasks connect to the big picture of the company.
- Train students how to complete tasks and walk them through the process the first couple times they do it.
- Be encouraging! The goal is to empower students and give them a sense of confidence in the work they are doing. Celebrate success!
- Reach out to your Relationship Manager if you are ever struggling to find meaningful work for the students to complete. The Work Study Office can help brainstorm ideas or set you up with a supervisor mentor from a different job partner.
- Speak with intent- make sure the end goals for projects and tasks are clear.
- Ask questions to ensure the student understands the directions. Have a student complete part of the project/task and show it to you.
- Provide an Org chart of your company for students to understand how your company works together
- Encourage student ownership of projects. Students will show up when you give them trust and purpose with a task or project.

PROVIDING FEEDBACK & PROFESSIONAL DEVELOPMENT

The feedback and teachable moments you provide students is essential to their success and development as a young professional. Students want to know if they are doing a good job and feedback makes them feel like they are part of a team. The timecards and feedback you give the WSP Staff is also an essential part of the way WSP Staff determine how a student is performing and informs the selection of students for shout outs and awards. See a few tips below on how best to provide feedback and create opportunity for professional development.

- **Discuss Mistakes:** Students inherently fear making mistakes because they do not want to get "in trouble." However, it is important to provide constructive criticism. If the student did not meet expectations on a certain day, do not give a false impression.
- **Be Immediate:** Do not wait a week to deliver feedback as the "teachable moment" will have passed. If time permits, allow for the student to return to the failed task and correct their work. This helps the student retain the feedback for future tasks.
- **Motivate:** Engaging in conversation and positive verbal reinforcement on a regular basis is a helpful way of encouraging a student. Students who believe they succeed because of hard work will continue to use their best efforts to work through difficult problems and assignments.
- **Praise Effort instead of Natural Ability:** Focus on the behaviors in the workplace, versus the natural characteristics of the student. This will encourage a student to accept challenges and emphasize the effort they put forth.

- **Student Timecards:** On a student's timecard, consider providing feedback for each workday, whether it is positive or constructive, this allows for your Relationship Manager to see how each student performed for the day. Consider checking the box to share feedback with students.

Say This | *Not This*

- "This might be difficult, but I have faith in you." | *"I'm not sure if you can do this, but I don't have time to complete it."*
- "I'd normally give this to the senior student, but I know you can do it." | *"The underclassmen worker only gets to do step one."*
- "Take notes, please. You'll need these steps to complete the filing project this afternoon." | *"You might want to take notes."*
- "I need you to make 50 copies in the next hour and return them to the blue bin labeled copies on my desk." | *"Please make copies of this."*

PROVIDING FEEDBACK & PROFESSIONAL DEVELOPMENT

Your student wants to feel welcomed and comfortable in your office and one way to help facilitate that is to establish a welcoming space for your student. Provide a tour for your students and consider having meetings with them in common spaces so they get to know your colleagues. Students should be provided with the means to complete tasks and responsibilities. The workspace provided, supplies given, and technology given all contribute to students feeling like they are truly part of the team, which in turn contributes to their overall success. The following list is an example of what students need at a job site:

- A desk or quiet space to work independently
- Access to a computer/internet
- Notebooks or post-it notes to encourage note taking
- Pens & Pencils
- Calendar/ Daily Schedule
- Access to break area or other areas of building

Another way to ensure your students feel welcomed at your company is to make an internal announcement to all departments, regardless of whether they are or are not hosting students for the year. Sending a general welcome email will ensure that everyone at your company is aware that Cristo Rey students will be part of the company from September through June. See p. 31 for sample email.

Additional Resources:

- Viewpoint: Helping Young Adults Adapt to the Workplace
- How Does Your Company Support "First-Generation Professionals"?

TOP 10 LIST FOR STUDENT WORKER SUCCESS

10. Include students in your organization's culture as much as possible.

Examples:

- Involve them in meetings.
- Include them in office newsletters or updates.
- Share company swag (water bottles, key chains, etc.).
- Introduce them to multiple members of staff, not just immediate supervisors.
- Let them tour the building, campus, etc. to learn about multiple departments and personnel.
- Place a name placard or sign at their work station with their name and "Cristo Rey Philadelphia Work Study" so others know who they are, too.

Benefits: Students feel like they belong and are not "just students" but rather Cristo Rey Student Associates. They develop a greater sense of pride for their work and the organization.

9. Provide a variety of resources for student reference

Examples: A map of the campus or building, with departments/personnel locations annotated; a company directory; a script for answering and making calls; a handout of Frequently Asked Questions; a manual with examples of common projects, instructions on how to complete certain computer functions; an Org Chart, etc.

Benefits: Encourages students to be self-sufficient in seeking answers. This promotes confidence by giving students the tools to complete tasks on their own. Enhances the student's comfort with the company.

8. Encourage student ownership of tasks and projects

Examples: Explain the "big picture" of a task and how it relates to the overall success of a project. Emphasize the importance of even small or mundane activities. Allow students to learn about other departments' functions and staff, and how everyone's work interacts, so they understand where the projects start, where they go next, and who uses the projects. Give students specific tasks and projects that are "just theirs" and let them know that the assignment is not "just scanning/copying/mail sorting," but it is their job and integral to the success of a department/ other staff member, etc.

Benefits: Students will feel their work is important and appreciated, producing better outcomes. Students will appreciate the trust and responsibility of having their own jobs.

7. Challenge students

Examples: Provide variety in the students' tasks whenever possible. Assign them activities that you think might be a bit more complicated and let them rise to the challenge. Provide the big picture/desired outcome of an assignment and encourage the student to identify the best way to complete it or solve a problem. Ask the student what their workplace goals are/what they hope to learn and see if it can be incorporated into their routines (i.e. better phone skills, computer work, learning more about what lawyers do, etc.). Introduce students to different personnel, particularly those in a position/role in which the student has

interest in exploring. Set up times for "coffee chats" on a monthly or quarterly basis. Let students shadow someone for a morning in a different department. Organize a "day in the life" activity in which a student observes, learns about and even participates in the functions of a department that is outside of their normal department.
Benefits: Students will stay engaged at work and will feel motivated to succeed when they are challenged. They will feel appreciated and taken seriously when given greater responsibility. Students will develop a greater understanding of how their work affects others and may also be exposed to long-term career goals.

6. Keep students working

Examples: Always have a back-up project (non-urgent filing; cataloging returned mail; inventory; etc.) and make sure the students know what to do when they finish a primary assignment. Develop periods of routine (if possible) so that the student knows he/she always has a particular task at a certain time (i.e. stocking printers each morning, mail run every afternoon, etc.). Provide a daily agenda so the student knows what to expect from the day. Make other departments aware that students are available to help.
Benefits: Boredom often leads to excessive cell phone use and overall professional presence issues. Also, agendas, routine, and established "back-up" projects create clear expectations so students are never curious about what to do next. Agendas also help develop a sense of initiative, as students are more likely to just "dive in" when they know what to do. Finally, occasionally sharing the student with other departments provides variety to the day, incorporates the student into more of the organization, and ensures there is always something for him/her/they to do.

5. Provide multiple methods of instruction/explanation

Examples: When giving verbal instructions, ask the students to re-state, in their words, what you expect. Encourage note taking and ask to see notes (particularly with Freshmen or other students you have concerns about). If you provide written instructions, ask them to summarize what they understand. It's always a good idea to provide a concrete example of a finished project, or to ask the student to show you an example before they get too far into a project. Don't assume a head nod or "yeah, OK" equates with understanding. Once you are accustomed to the student's work quality, you can of course modify how you solicit proof of understanding.
Benefits: Promotes communication skills and emphasizes the importance of understanding instructions. Reduces frustration for both student and supervisor by minimizing mistakes and misunderstandings.

4. Provide regular feedback

Examples: Make sure you insist on checking-in every morning and every afternoon; don't let the students start the morning or end the day without contacting a supervisor. Set regular times to "check-in" with the student to discuss how things are going. Fill out the daily timecard. Address concerns immediately with the student. Point out mistakes and allow the student an opportunity to correct it. Likewise, offer positive feedback on a job well
done. When completing progress reports and official Mid-Year/End of Year Evaluations, review the results with the student. Don't be afraid to correct a student or to provide constructive criticism. If the student did not meet expectations on a certain day, don't give them a false impression by writing "good day" on a timecard.

Benefits: Enhances communication between you and the student. Provides an opportunity to reinforce your expectations. Gives the student benchmarks to evaluate and improve his/her own performance. Teaches students the value of constructive criticism, compliments and learning from mistakes. Addressing concerns honestly and quickly can often correct the problem before it becomes a bigger issue. Honestly complimenting students can motivate them to continue to succeed.

3. Make your expectations clear & hold students accountable

Examples: Provide time limits on projects. Make certain the student understands instructions. Offer a clear "chain of command" (i.e., "If I'm unavailable, talk to Sue. If Sue is unavailable, work on the back-up project). When providing multiple tasks at once, encourage students to prioritize them with you, so everyone knows when something should be completed. Provide an example of a finished project, if possible. When providing constructive criticism or compliments, give specific examples of the mistake or the job well done. "Good job today" does not mean as much as "I really appreciated how quickly you completed the copy job."

Benefits: Clear expectations reduce mistakes and frustration for both the supervisor and the student. Students are more likely to excel when they know what you expect and when you provide specific feedback.

2. Maintain regular communication with WSP Staff

Examples: Provide names and contact information for anyone who should be informed about WSP happenings, or who has direct supervision of our students. Write specific comments on timecards. If you're not comfortable, or don't have time, to comment on the timesheet, send us an email. Send us emails or call us to let us know how things are going (good or not). No issue is too small; even if you've addressed the concern with the student, just let us know, so we can stay in the loop. If you were particularly impressed one day, let us know that too!

Benefits: WSP staff is here to help you in any way we can, so that your experience with our students and program is mutually rewarding. By providing updated contact information, we can be certain that communication is timely and effective. By working together, we can often address and correct concerns before they become big problems. We can also make sure that students get the recognition they deserve for a job well done.

1. Have Fun!!

Examples: Enjoy being with them. Ask them about school, sports, what they do during free time. Include them in company celebrations (if appropriate). Let them know work can be fun, as long as the job gets done!

Benefits: Our students look to you as role models and guides for how to behave in the work world. If they witness their coworkers approaching the day with a positive attitude, they are more likely to do the same. When our students feel like it's OK to have fun, and if they feel that you enjoy their company and contributions, they will likely be more productive and effective. Our students have energy, creative ideas, humor and a willingness to succeed, in addition to a wealth of individual talents. Tap into these traits to re-energize your workplace and brighten your workday!

SUPERVISOR TESTIMONIALS

MAKING MEANINGFUL CONNECTIONS | DENAE DELIA, SENIOR BUSINESS MANAGEMENT ANALYST, TD BANK

My name is Denae Delia, and I am a Senior Business Management Analyst for Employee & Customer Experience at TD Bank. I had the greatest opportunity to share my career this past school year with Sara, a Cristo Rey Philadelphia High School Senior. This being my first time as a supervisor, I wasn't quite sure what to expect, but I knew going into this work-study program that I really needed to make an impact on this student's life. I wasn't lucky enough to have any opportunities like this in my high school course and I wish I would have, so I knew this needed to be impactful.

I remember the first day when Sara joined us. We were extremely busy working on a huge year end project that would consume most of our time over the next few months. Sara was very timid with a soft voice; she was a little on the shy side, with a beautiful personality. I could see she was anxious and didn't know what to expect, so I knew right then I wanted to bring that personality to the forefront of her internship here.

All too often we get caught up in what is expected of us and how much work we have on our plates to really stop and think outside the box. I took a teaching approach to Sara's curriculum here with TD. It was important that I got to know her, helped her understand our department and what we did before I put any type of work in front of her.

We talked about our families, career aspirations and college. It's important to understand the student first and foremost before placing them into a work environment where they might feel out of place. Trust is important in any relationship and especially in a work environment as unique as this one. I knew if she trusted me, we could help her confidence and Cristo Rey; TD Bank and Sara would have the most successful year yet.

As the months passed, we saw Sara growing more confident. We engaged her on conference calls, and she even participated on a planning committee call and was able to talk about Cristo Rey. We taught her financial basics that we knew she would need leaving high school. Such as a budget project where we gave her a $40k income to live on. She shortly found out that it was very difficult to live off $40k in this world and living with her parents and doing laundry at home was a huge privilege. We also talked about what she was learning in school and how this would relate to the working world and our company. For example, Sara was currently learning about elevator pitches at Cristo Rey, and we talked about how elevator pitches give you many opportunities in the corporate world, so you need to be prepared. We discussed such things as personal brand, eye contact & tone in your voice.

Through all this, we found out that Sara loved dance, astronomy & business. What was created out of this small elevator pitch discussion became her big project for the year. She would develop a business plan that would marry two of her 3 passions, dance & business. Most of her work would gear towards this project, but she would also help our team with everyday responsibilities that could be anything from writing up emails, boxing items for major events, creating power points & graphics to assisting with conference calls, in person meetings and communications. This allowed her to assist our department and learn so much about the corporate back office here at TD, but also have something tangible that she could take from this whole experience.

Teach these students and encourage conditions in your workplace which will allow them to learn. Get creative and remember each student is different and special in their own unique ways. They will learn differently, they will act differently, and they will need you to determine which path works best for them. I can honestly say that Sara taught me way more than I

could ever have imagined. I never thought going into this project that I would get so much in return. She taught me that no matter what age, position in your career or obstacles you must overcome, you can never stop learning. I saw her grow and thrive in such a short period of time and I will never forget the lasting impression she made on all of us.

So, I will leave you with this. Be the change you want to see in the world. These students are our future. Yes, they are there to work, but don't forget they are there to learn as well. This is something that many students will take with them throughout their lives, and you want it to be a positive experience. You have a chance to make a difference, so give these students your best and you will get their best in return.

TRUSTING THEIR POTENTIAL | MARIE J. BERBERICH, DIRECTOR OF HUMAN RESOURCES, ELLIOT-LEWIS CORP.

Elliott-Lewis has been a job partner with Cristo Rey High School since the school's second year in Philadelphia. In previous years, I've watched the rise and fall of students, our staff, and our program. I've seen what worked well while also seeing where improvement was needed. In the 2017/2018 school year I was handed the reins. Being a one-person department to 525 employees and a supervisor to four young adults would have its challenges, but this could be our last year and I was determined to make it our best.

I had a vision for our Work Study Program. We would be organized, inclusive, understanding, patient and committed. Prior to the student job-site orientation, I set up a meeting with our internal team, whom I affectionately called Team Cristo Rey. This was the group who was going to assist in training individual job assignments and would play an important role in the success of our program. At the meeting, I shared my vision, and the background information on the challenging, winding roads that our students travel before coming to work with us that was presented at Supervisor Orientation.

Each student would be provided a daily work schedule which included their assignment and with whom they would be working. Every student was expected to learn what it takes to manage the front desk. Every day held variety and predictability. At their age, boredom can be disastrous, and I wanted to ensure that they were engaged and learning.

Were we successful this year? Many would say we were, however; I know we were simply by what I witnessed in our staff and even more so, in our students. Two stood out above the rest. Anthony was a shy young man and a sophomore at Cristo Rey Philadelphia. He missed his first day of orientation and consequently, his lack of confidence on his first official workday showed. Anthony dutifully took notes, asked questions and completed his tasks accurately, efficiently and timely; however, it was evident he wasn't happy. Anthony wants to be an Engineer, and he was assigned to support the payroll and human resources department. Until one day I changed that. It was my mission to work with Anthony to ensure that he thought this school year was an enriching experience at Elliott-Lewis. With the support and commitment of our construction department, Anthony was reassigned to our Estimating team and presented with the opportunity to experience work in his chosen field, which would help guide his decision in pursuing a career in mechanical engineering. I asked our team to be strong role models for Anthony and they were. With teamwork, patience and trust, Anthony was soon reading blueprints, participating in meetings, corresponding with vendors and visiting job sites. Anthony, a high school sophomore, was performing the same work normally reserved for our upper-class collegiate interns. Anthony had become a Junior Estimator. In his development he became more open, confident, and communicative and smiled regularly.

Daymara was a bright, eager, energetic junior who was ready to take on the world and every job assignment, yet was intimidated by the thought of managing the front desk. Daymara was rather frank at orientation and said she didn't want to

even try. Much to her disappointment, she wasn't given a choice, however Daymara was promised all the assistance she needed before working independently. So, over the course of 8 weeks / work-days, Daymara partnered with a variety of employees to learn the ins and outs of greeting customers, developing a script for answering calls and learning how to transfer them. With gentle guidance and constant encouragement, Daymara transformed. She loved the front desk and often volunteered to cover full days. She mastered the position and was eventually able to handle front desk duties along with additional tasks. Daymara's story didn't end there. Daymara stayed on with Elliott-Lewis for her first "summer job" and with confidence, became the designated trainer for other interns to learn to manage the front desk.

Over the course of the year, all our students felt cared for and safe and slowly began to share their own journeys, good and bad, that made them who they are today. We bonded over birthday cake and field trips to see the "cool" side of Elliott-Lewis: backstage at the Academy of Music, Merriam Theater and Kimmel Center; pre-access to the Auto Show and Flower Show; project site visits at Plumbers Local and Masonic Library of Philadelphia.

Over this same year, Team Cristo Rey learned to trust, communicate and understand. Everyone was pulling for our students. On Presentation Day, I wanted to give back and show our students what a difference they had made in our lives. We had a packed training room with over 30 attendees - triple from years past! Team Cristo Rey gave a presentation to our students that included photos from special occasions and caring words of affirmation, pride and encouragement. Even an employee who normally lacks the confidence in herself to speak publicly spoke in front of everyone, including our COO. Our COO was at a loss for words.

How else do I know we were successful? Elliott-Lewis made the commitment to bring our students back for the 2018/2019 school year, and I could not be more honored to be their supervisor.