

# INTERNSHIP PROGRAM

## *Roles, Responsibilities & Expectations*

Machiah's House, Inc.

### **A Message from the Founder**

Our internship program exists to give motivated individuals real-world experience while contributing meaningfully to a mission that matters. Every intern who joins our team becomes a part of something bigger than a resume line — they become part of the work we do every day to serve, uplift, and advocate for the youth ages of foster care in our community.

This document outlines what we expect from every intern and what they can expect from us in return. We take our responsibilities to our interns just as seriously as we take our responsibilities to our young adults and community. We are committed to providing meaningful guidance, hands-on learning, and a professional environment rooted in respect, accountability, and purpose.

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### **Intern Commitment Standards**

- Report on time to all scheduled shifts, events, and meetings
- Communicate any absence, tardiness, or scheduling conflict to the supervising director at least 24 hours in advance
- Maintain a professional, respectful, and solution-focused attitude in all settings
- Treat all organizational information, donor records, and community member details with complete confidentiality
- Take initiative and ask questions rather than making assumptions on assignments
- Represent the organization positively in all community, public, and online interactions
- Complete all assigned tasks within agreed-upon timeframes and to the standard expected
- Accept feedback graciously and apply it consistently to improve performance
- Follow all organizational policies, conduct standards, and legal requirements throughout the internship
- Submit all required reports, logs, and check-ins on schedule

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### **What Interns Can Expect from the Founder & Organization**

- Clear direction, defined tasks, and organized supervision from a designated director
- A structured onboarding orientation before beginning any assigned duties
- Regular check-ins and feedback sessions to support intern growth and development
- A professional reference or letter of recommendation upon successful completion of the internship
- Hands-on experience that directly supports career development in the intern's area of focus
- A safe, inclusive, and respectful environment free from discrimination or harassment
- Recognition of intern contributions in organizational communications where appropriate

- Transparency about the organization's mission, work, and expectations from day one

### **Important: Financial Record-Keeping for Interns**

Any intern who assists with fundraising activities, collects donations, manages event proceeds, or handles any form of financial contribution on behalf of the organization is required to maintain accurate records of all funds received. This includes the donor's full name and contact information, date of contribution, and exact dollar amount.

All funds collected must be submitted to the Treasurer or supervising director immediately following the event or activity with a completed intake form. Accurate financial records are required for compliance with the NC State Charities Solicitation Act and the organization's IRS reporting obligations. No intern is authorized to hold organizational funds overnight or make any financial decisions without explicit written approval from the Founder.

## **Administrative Intern**

*Organizational Support | Records, Scheduling & Office Functions*

### **Core Duties & Responsibilities**

- Assist the Secretary and Founder with scheduling meetings, appointments, and organizational calendar management
- Prepare, organize, and file documents, meeting minutes, correspondence, and internal records
- Draft and proofread letters, emails, forms, and other official communications as directed
- Maintain office supplies inventory and notify the Director of Operations when restocking is needed
- Support the onboarding process for new volunteers and board members by preparing orientation materials
- Manage incoming inquiries via phone, email, or in-person and route them to the appropriate team member
- Assist with data entry, database updates, and maintaining accurate contact and donor records
- Provide general administrative support to the Founder and board leadership as assigned
- Ensure all materials handled are kept confidential and stored securely

### **Expectations from the Founder**

- Complete all assigned tasks accurately and by agreed-upon deadlines
- Communicate proactively with the Founder or supervising director if tasks cannot be completed on time

- Maintain a professional, organized, and detail-oriented approach to all work
- Treat all organizational information, donor records, and internal documents with the highest level of confidentiality
- Submit a weekly progress summary to the supervising director

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## Social Media & Marketing Intern

*Digital Content | Brand Awareness & Community Engagement*

### Core Duties & Responsibilities

- Assist the Social Media Director and Marketing Director in creating content for all organizational platforms
- Design graphics, flyers, promotional materials, and digital assets using approved brand guidelines
- Draft captions, posts, and stories that reflect the organization's mission, tone, and voice
- Schedule and publish approved content across social media platforms on a consistent basis
- Monitor social media channels for comments, messages, and engagement and report them to the supervising director
- Research current social media trends, hashtags, and community campaigns relevant to the organization's work
- Assist in tracking analytics including reach, engagement, and follower growth
- Support the execution of marketing campaigns for fundraising events, drives, and community initiatives
- Photograph or document organizational events, programs, and activities for use in content creation with permission

### Expectations from the Founder

- Produce a minimum of [2-3] pieces of content per week for review and approval
- Submit all content to the supervising director and/or MHI SM Board Chair for approval before posting
- Maintain brand consistency in every graphic, caption, and post produced
- Provide a weekly update on completed content, scheduled posts, and engagement observations
- Demonstrate creativity and initiative while remaining aligned with organizational values

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## Community Outreach Intern

*Relationship Building | Service & Community Presence*

### Core Duties & Responsibilities

- Assist the Director of Community Outreach in planning and attending community events, resource fairs, and partnerships
- Help distribute flyers, materials, and program information within target communities
- Engage respectfully and professionally with residents, families, and community members at outreach activities
- Document outreach activities including event names, attendance, and community feedback for reporting purposes
- Assist in coordinating volunteer sign-ups, orientations, and on-site logistics at community events
- Conduct community surveys or needs assessments as directed to gather resident input
- Maintain a log of community contacts, partner organizations, and referral resources
- Follow up with community partners and individuals as directed by the supervising director
- Represent the organization in a positive, professional, and compassionate manner at all times

### Expectations from the Founder

- Attend a minimum of [2-3] outreach activities or events per month
- Submit a detailed outreach log at the end of each week including interactions, locations, and observations
- Approach every community member with dignity, empathy, and respect regardless of background or circumstance
- Communicate availability and any scheduling conflicts to the supervising director at least 48 hours in advance
- Complete post-event summaries within 24 hours of each activity

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## Fundraising & Development Intern

*Donor Support | Campaign Assistance & Resource Development*

## Core Duties & Responsibilities

- Assist the Director of Fundraising in planning, organizing, and executing fundraising campaigns and events
- Research potential grant opportunities, corporate sponsors, and individual donor prospects
- Draft donor outreach letters, sponsorship proposals, and thank-you correspondence under director supervision
- Maintain and update the donor tracking spreadsheet with contribution dates, amounts, and donor contact information
- Support the coordination of fundraising events including logistics, volunteer assignments, and day-of operations
- Assist in preparing grant applications, reports, and funding documentation as directed
- Help manage donation intake at events by recording all funds received and submitting them to the Treasurer
- Assist in sending timely donor acknowledgment communications following contributions
- Track fundraising milestones and compile data for monthly progress reports

## Expectations from the Founder

- Handle all donor and financial information with strict confidentiality and accuracy
- Record every donation received with the donor name, date, and amount — no exceptions
- Submit a weekly update to the Director of Fundraising covering completed tasks and outstanding items
- Never make financial commitments or promises to donors without explicit approval from the Founder or supervising director
- Approach fundraising tasks with energy, professionalism, and a genuine passion for the mission

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## Operations & Logistics Intern

*Program Support | Coordination & Execution*

## Core Duties & Responsibilities

- Assist the Director of Operations with coordinating logistics for programs, distributions, and community service events

- Help organize, sort, and prepare donated goods, school supplies, and program materials for distribution
- Support volunteer coordination by helping with check-in, assignments, and on-site direction during events
- Track inventory of supplies, resources, and program materials and report needs to the supervising director
- Assist in setting up and breaking down event spaces, distribution sites, and program locations
- Document program participation numbers, volunteer hours, and service delivery data for reporting
- Communicate effectively with team members and volunteers to ensure smooth event and program execution
- Identify and report any logistical challenges or safety concerns to the Director of Operations promptly
- Provide support across departments as operational needs require

### Expectations from the Founder

- Arrive on time and fully prepared for every program, event, or shift
- Complete assigned setup and logistical tasks before participants or community members arrive
- Submit a detailed post-event report covering attendance, supply use, and volunteer notes within 24 hours
- Maintain a flexible and solutions-oriented attitude when challenges arise
- Treat all donated goods, organizational property, and community spaces with care and respect

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## Program Support Intern

*Direct Service | Mission Delivery & Participant Engagement*

### Core Duties & Responsibilities

- Assist in the direct delivery of organizational programs including tutoring support, resource distribution, and workshops
- Engage with program participants including youth, families, and community residents in a professional and caring manner

- Support program facilitators and staff by preparing materials, setting up activities, and providing hands-on assistance
- Monitor and document participant engagement, attendance, and program feedback as directed
- Help maintain a safe, welcoming, and inclusive environment for all program participants
- Assist in developing program materials, activity guides, or educational resources under supervisor direction
- Collaborate with Operations and Outreach teams to ensure seamless program delivery
- Recognize and report any participant concerns, safety issues, or needs to the supervising director immediately
- Actively contribute ideas to improve program quality, accessibility, and participant experience

### Expectations from the Founder

- Interact with all program participants — especially youth and vulnerable populations — with patience, kindness, and professionalism
- Attend all assigned program sessions and notify the supervising director of any absence in advance
- Submit weekly participant observation notes or feedback logs as directed
- Demonstrate genuine investment in the well-being and success of the people the organization serves
- Uphold the organization's standards of conduct in every interaction, on-site and in public

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## Grant Writing & Research Intern

*Resource Development | Grant Research & Proposal Support*

### Core Duties & Responsibilities

- Research federal, state, local, and private foundation grant opportunities aligned with the organization's mission
- Compile and maintain an organized grant calendar tracking deadlines, requirements, and submission dates
- Assist in drafting grant narratives, budgets, and supporting documentation under Founder or director supervision

- Review and edit grant proposals for clarity, accuracy, and alignment with funder requirements
- Gather program data, impact statistics, and success stories needed to support grant applications
- Assist in submitting grant applications through online portals and tracking confirmation receipts
- Maintain organized files of submitted applications, award letters, and funder correspondence
- Support the preparation of grant progress reports and required documentation for active grants
- Stay informed on funding trends relevant to the organization's service population and program areas

### Expectations from the Founder

- Submit a weekly grant research report listing new opportunities found with deadlines and eligibility notes
- Treat all draft proposals and organizational data with full confidentiality
- Meet all internal grant submission preparation deadlines without exception
- Seek feedback and guidance from the Founder or supervising director before finalizing any written materials
- Demonstrate strong written communication skills and a commitment to accuracy in all documents produced

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## Internship Agreement & Acknowledgment

*By signing below, the intern and Founder acknowledge that all duties, expectations, and conduct standards outlined in this document have been reviewed and agreed upon.*

\_\_\_\_\_  
 Intern Signature  
 Intern Printed Name:

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 Internship Role:

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 Date:

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 Founder Signature  
 Founder Printed Name:

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 Organization:

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 Date:

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**Grow Here. Serve Here. Make a Difference Here.**