

## Internship Opportunities

Thank you for your interest in serving as an intern with Foothill Family Shelter. As an intern you will have the opportunity to observe a non-profit agency, learn issues of homelessness and gain awareness of social services.

Please review, complete, and submit the following information at your earliest convenience.

### **Who we are:**

Foothill Family Shelter is a nonprofit organization founded in 1984 which houses homeless adults and children for a period of up to 120 days, free of rent and utility charges.

The Foothill Family Shelter began as St. Mark's Homeless Shelter and currently serves as a transitional facility for homeless adults and children from the west end of San Bernardino County and the east end of Los Angeles County. The Shelter has 7- two bedroom apartments which are fully furnished and offered free for a maximum of 120 days. We also provide 16- two bedroom apartments for transitional housing and 4- two bedroom apartments for affordable extended housing.

### **Contact information**

Foothill Family Shelter  
1501 W. Ninth St. Ste. D  
Upland, CA 91786  
909.920.0453  
[www.foothillfamilyshelter.org](http://www.foothillfamilyshelter.org)



**Internships Offered: Help Desk/Admin Intern and Remote Intern**

## 1. Help Desk/Admin Intern

As a Help Desk Intern, you become one of our front-line workers and establish the first impression to whoever comes through our doors and/or calls the agency. In working with FFS, you will interact with a diverse, group of people, personalities, and life situations. You will have face-to-face and telephone contact with clients from FFS's Transitional Housing Programs, Harold's Help Desk Clients, Donors, Community Partners and potential Volunteers. When representing FFS, Interns should always demonstrate professionalism, compassion, and understanding. People walk-in and call FFS for a number of reasons, therefore it is also the responsibility of the Help Desk Intern to determine why someone is here, and strive to have them leave satisfied.

### *Intern Duties include:*

- a) Assisting the community by greeting and welcoming walk-in clients and shelter residents. Meet new caring individuals. Accept donations. Answer phone calls. Front office maintenance (cleaning/sanitizing). Assisting with pantry and/or clothing closet orders when needed, and other duties as assigned.
- b) Must be available during office hours (T-F 9am-12pm & 1pm-5pm). Miss no more than one day a month (without notice). Scheduling will be discussed with the volunteer coordinator.
- c) Must notify the volunteer coordinator 1 week in advance if not able to attend a scheduled shift (exception for Emergencies).
- d) Multi-tasking is essential. Interns may need to step in the pantry to help with updating inventory, stocking items, accepting donations, providing receipts, etc. As an intern, you must be able to take instructions well as well as work efficiently with other volunteers, clients, staff, and donors. Must have good communication and organizational skills. Interns must be able to safely lift objects up to 20 lbs. Be able to answer phone calls. Flexible schedule. Be able to work under minimal supervision.
- e) Must have basic computer skills and be comfortable acquiring new clerical experience or expanding on pre-existing experience.

f) General office work/research. Completing administrative tasks which may include: grant research, marketing, statistics/data collection, and other office tasks.

**2. Remote Intern (limited availability)**

- Must discuss with volunteer coordinator for more information

\*If you are interested in a different type of internship that is not already listed, please inform the volunteer coordinator to further discuss whether or not it meets the shelter's needs.

Do you have a specific deadline for completion of hours? Yes / No

Is this a requirement for school? Yes / No

If so, What school? \_\_\_\_\_

How many hours must you complete and by when?

Hours needed: \_\_\_\_\_ Must complete by: \_\_\_\_\_

Any other requirements? \_\_\_\_\_

If considered for internship, what is your availability?

Please check all that apply

<input type="radio"/> <b>Tuesday</b>	<input type="radio"/> <b>9am-12pm</b>	<input type="radio"/> <b>1pm-5pm</b>
<input type="radio"/> <b>Wednesday</b>	<input type="radio"/> <b>9am-12pm</b>	<input type="radio"/> <b>1pm-5pm</b>
<input type="radio"/> <b>Thursday</b>	<input type="radio"/> <b>9am-12pm</b>	<input type="radio"/> <b>1pm-5pm</b>
<input type="radio"/> <b>Friday</b>	<input type="radio"/> <b>9am-12pm</b>	<input type="radio"/> <b>1pm- 5pm</b>

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Foothill Family Shelter Intern Application Form  
Updated December 2021

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Last Name	First	M.I.,
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Street address	Apt. #	City	Zip Code
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Drivers License/ID Number: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Birthday: \_\_\_\_\_

Emergency Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

Please indicate which internship opportunity you are interested in:

Help Desk/Admin Intern     Remote Intern (Limited availability)

Other \_\_\_\_\_

How did you learn about Foothill Family Shelter?

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Volunteer Experience:

Please include the agency, your responsibilities and the dates you volunteered.

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Special skills/hobbies:

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Have you ever been convicted of a crime other than a minor traffic violation?

YES\_\_\_\_ NO\_\_\_\_ If yes, please explain:

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Please tell us why you are interested in an internship with Foothill Family Shelter:

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I UNDERSTAND THAT MY STATEMENTS ON THIS APPLICATION WILL BE CHECKED FOR ACCURACY, AND IF INFORMATION IS NOT TRUE, THIS APPLICATION WILL BE REJECTED.

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Signature

Date

References

Reference #1:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

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Reference #2:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

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Reference #3:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

FOOTHILL FAMILY SHELTER  
Code of Conduct for interns

- 1) Adhering to company work hours, policies, procedures, and rules governing professional staff behavior.
- 2) Adhering to company policies governing the observation of confidentiality and the handling of confidential information.
- 3) Assuming personal and professional responsibilities for her/his actions and activities.
- 4) Maintaining professional relationships with company employees, clients and volunteers at all times.
- 5) Utilizing a courteous, enthusiastic, open-minded, critical approach to policies and procedures within the profession.
- 6) Developing self-awareness with regard to attitudes, values, behavior patterns that influence work.
- 7) Being consistent and punctual in the submission of all work assignments to the supervisor and faculty coordinator.
- 8) Providing the faculty coordinator with periodic progress reports.

FOOTHILL FAMILY SHELTER CONFIDENTIALITY AGREEMENT  
FOR INTERNS

All information pertaining to the clients/participants (past or present) of Foothill Family Shelter is confidential and may not be shared with anyone other than staff members. The address of the Shelter should never be disclosed.

Suspicion of the following situations **must** be reported immediately to the staff:

- Child abuse
- Elder abuse
- Evidence which suggests a client/participant is a danger to self, others, or property
- Suspicion of any illegal activity, including but not limited to, use of a controlled substance or alcohol
- Violation of Shelter policy I have read and understand the above statement.

I have read and understand the above statement. As an intern of Foothill Family Shelter, I agree to abide by the rules of confidentiality and the reporting policies defined in this statement.

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Signature

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Date

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Name - Please Print



**FOOTHILL FAMILY SHELTER INC.  
CONFLICT OF INTEREST STATEMENT POLICY for VOLUNTEERS  
ADOPTED September, 2019**

It is essential that every volunteer avoid any situation or interest which might interfere with his/her responsibility to Foothill Family Shelter, Inc., hereby referred to as Foothill Family Shelter, Inc.

A conflict of interest can arise for example, where a volunteer: 1) has a financial interest which could affect his/her judgment; 2) gains personal enrichment through access to confidential information; or 3) misuses his/her position with Foothill Family Shelter, Inc. in a way which results in personal gain. A conflict of interest can also arise when a volunteer has a personal interest, direct or indirect, in any supplier or client of Foothill Family Shelter, Inc. An indirect interest would arise if an immediate family member or an employee or Board Member has an interest in a supplier or client of the organization.

No volunteer should use inside information obtained through his/her employment or involvement with Foothill Family Shelter, Inc. for a purpose that is, or gives the appearance of being, motivated by the desire for private gain for himself/herself or another person.

No volunteer should use inside information obtained through his/her employment or involvement with Foothill Family Shelter, Inc. to coerce, or give the appearance of coercing, a person to provide financial benefits to himself/herself or another person.

No volunteer should use inside information obtained through his/her employment or involvement for private gain for himself/herself or another person, either by direct action on his/her part or by counsel, recommendation, or suggestion to another person.

If, during the year, a volunteer suspects that he/she has a conflict of interest, this matter should be reported immediately for resolution. Any volunteer who fails to comply with this Conflict of Interest Policy may be put on notice or terminated.

***Please sign this Statement indicating your affirmation as described above and disclose any applicable affiliations known to you below (you may use the back of this document, if needed).***

\_\_\_\_\_  
*Signature of Volunteer or Parent/Legal Guardian*

\_\_\_\_\_  
*Date Signed*

**Conflict of Interest**

<b><u>Business/Organization</u></b>	<b><u>Nature of Relationship</u></b>	<b><u>Dates of Relationship</u></b>
1) _____	_____	_____
2) _____	_____	_____
3) _____	_____	_____

## Volunteer Agreement

Foothill Family Shelter recognizes that volunteers contribute a vast wealth of skills, knowledge and support towards achieving its goals. We truly value our volunteers and hope that your experience with us is a rewarding one. The following code of conduct and agreement has been established to create a safe, productive and gratifying volunteer experience for everyone.

### As a Volunteer of FFS, I agree to:

- Accept the responsibilities and limits set out in this agreement;
- Work in a manner that is safe for me, other volunteers, paid staff and members of the public. That includes using proper lifting techniques. When lifting heavy objects, I will use my legs to push upwards, keeping my back straight and my body balanced. I will not attempt to lift over 20lbs. without assistance;
- Dress appropriately for the job assigned. I will not wear anything that may be a safety hazard (i.e. loose-fitting clothing or jewelry, open-toe shoes or sunglasses);
- Participate in orientation and training as required; take part in any technical and safety training that is required;
- Accept guidance and direction from the supervisor charged with those duties;
- Sign the Volunteer Attendance Record at each volunteering session;
- Report a non-discriminatory and harassment-free work environment. I agree to refrain from harassment of any kind, whether verbal, physical or visual. I will report any claim of harassment immediately to the supervisor;
- Refrain from eating and drinking, except in specifically designated areas;
- Refrain from smoking on FFS premises, except in specifically designated areas outside and away from the buildings;
- Consent to the participation of my child(ren) in the FFS volunteer program, as I am their lawful parent and/or guardian. I assume all risk of injury, harm or death to my child(ren), howsoever caused, arising or to arise by reason of or during the child(ren)'s participation in the FFS volunteer program;
- Assume all risk of injury, harm or death and agree to release, indemnify, defend and forever discharge the FFS and its staff, employees and agents of and from all liability, claims, demands, damages costs, expenses, actions and causes of action in respect of death, injury, loss, or damage to myself or by myself, howsoever caused, arising or to arise by reason of or during my participation in the FFS volunteer program. I am a competent individual, and I assume these risks of my own free will.

\_\_\_\_\_  
*Printed Name of Volunteer or Parent/ Legal Guardian*  
*Guardian*

\_\_\_\_\_  
*Signature of Volunteer or Parent/Legal*

\_\_\_\_\_  
*Date Signed*

Names of all minor children:

\_\_\_\_\_  
\_\_\_\_\_

**I grant permission to photograph and use my name/ photograph or my minor child(ren)'s name/ photograph in publicity for Foothill Family Shelter (i.e. newsletter, website, etc.)**

\_\_\_\_\_  
*Signature of Volunteer or Parent/Legal Guardian*

\_\_\_\_\_  
*Date Signed*

**Foothill Family Shelter  
Volunteer Policy & Agreement**

This Volunteer Policy and Agreement serves as an agreement between myself, \_\_\_\_\_ (Volunteer Name), and Foothill Family Shelter (“Company”) regarding my volunteer participation in the Company. In exchange for the opportunity to volunteer, I understand and agree to the following terms.

As a volunteer, I agree to hold as absolutely confidential and/or sensitive information which I may obtain directly, or indirectly concerning the Company, its members, and staff (including employees and volunteers). I agree to grant permission to the Company, its constituents and affiliates, to use my name, voice, statements, photographs, and other reproductions and likeness for promotional purposes (e.g. press releases, media interviews, audio/visual and printed materials). I further agree to comply with the policies and procedures in all areas of the Company. I understand that my volunteer status may be terminated at will at any time and for any reason including, but not limited to, for example, failure to comply with the Company’s policies and procedures, unsatisfactory attitude, work, or appearance, and/or for any other circumstances which in the sole judgment of the Company would make my continued service as a volunteer contrary to the Company’s best interests. I agree that my services are donated to the Company without contemplation of compensation, or future employment. I understand and acknowledge that I am not an employee of the Company; I do not have any expectation that I will be paid and will not be paid for the time I devote to the volunteer event.

I expressly acknowledge and understand that participation in any volunteer event, assignments and activities may be hazardous and exposes me to a possible risk of personal injury. I understand that my attendance and participation in such activities is completely voluntary. Being fully aware of the risks involved in such activities, I hereby agree to fully accept any and all risk of injury and illness that may result from my participation in the volunteer event. I hereby fully release Foothill Family Shelter, its owners, employees, agents, licensees, consultants, independent contractors, and affiliates (“Releasees”) from any and all liability from property damage, personal injuries, and/or other claims arising out of my connection with, attendance, and participation in any of the volunteer events, assignments and activities, including all claims that are known and unknown, unforeseen and foreseen, future or contingent. I also agree that I will not now, or in the future, either directly or indirectly commence or prosecute any action, suit, or other legal proceeding against Releasees related to my participation in any volunteer events.

**I HEREBY ACKNOWLEDGE THAT I HAVE READ THE ABOVE STATEMENTS AND UNDERSTAND AND AGREE TO THE SAME. DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE VOLUNTEER POLICY & AGREEMENT.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# DRESS CODE

At times you will be interacting with donors, so it is important to dress accordingly (business casual).

*(This applies to all our volunteers/interns working at FFS)*

Masks are to be worn properly at all times, unless staff makes an official statement/memo in which this rule has changed. If there are any doubts, please check in with staff for assistance.

Remember to wear comfortable, but also functional and safe clothing:

- Articles that are loose, but not too loose; the idea is that your clothing choices are not restrictive nor do they pose an injury hazard
  - Closed-toe shoes; cans or boxes may fall at any time during your time volunteering, the risk of injury is increased with open-toe shoes
  - Jewelry may pose risk of injury; avoid large hoops or long dangling earrings, bulky rings or loose bracelets that may snag, etc.
  - Torn/tattered clothing should not be worn
  - Length of bottoms should be appropriate for office wear
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- Familiarize yourself with fire safety equipment including location and use of fire extinguisher and emergency exits
  - Maintain a clean workspace. Clear floors, aisles, and surfaces of any clutter or hazards that could lead to trips, slips, or falls; do not block emergency exits
    - If a spill occurs, deploy the CAUTION sign near the trash can BEFORE leaving the area to get cleaning supplies. *NOTE: It is important to familiarize yourself with the location of this sign before an accident occurs*
  - Practice proper ergonomics
    - Use proper lifting techniques; DO NOT LIFT WITH YOUR BACK
    - Use assistive devices when appropriate
    - Place heavy loads between knees and shoulders when possible
    - If assistance is needed, please ask for help. Staff and fellow volunteers are always willing to lend a hand!
    - When utilizing a ladder, make sure it is stable and on level ground before stepping onto it. For taller ladders, always make sure there is a spotter at the base of the ladder while it is in use
  - Take periodic rest breaks especially during times of exertion, extreme weather, etc.
  - Practice safe handling/storage techniques of cleaning solutions/chemicals
    - Store in a clean, cool, dry place
    - Store products at or below eye level, never on top shelf.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_