

# PRACTICUM STUDENTS

## PROGRAM OVERVIEW

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### Objectives

Practicums offer valuable educational experience for students prior to entering their chosen field. Students may refine their perspectives and worldview through practical experience gained in their practicum, discover new interests, and learn valuable lessons that cannot be taught in the classroom. As an employer, practicums help build relationships with local educational institutions, increase participation in the education and development of future health/human services workers, and create opportunities to hire students with beneficial qualifications who perform well in their practicums.

### Program Scope

#### Educational background

**Field of study.** Practicum students are accepted from educational programs in the fields of social sciences, human services, and health sciences, including the following and related fields of study:

- Social work
- Sociology
- Psychology
- Human services
- Health sciences
- Nursing
- Counselling
- Criminology

**Recognized educational programs.** Recognized educational programs are those of undergraduate or graduate level offered by a post-secondary institution, such as a university, college, seminary, vocational school, university of applied sciences, or other career-based college that awards degrees.

**Practicum requirements.** The educational program must also include formal volunteer practicum requirements that contribute toward the student obtaining an academic degree, certificate, or diploma. Volunteer experience for extracurricular purposes unrelated to specific coursework or degree requirements may be completed through the general volunteer stream. The Practicum Program also cannot accommodate Co-op Employment placements at this time.

### Student expectations

**Student qualities.** You should be professional, engaged, and open to serving in a variety of roles throughout our organization.

**Practicum activities.** Surrey Urban Mission offers a diverse practicum experience that aims to provide you with a well-rounded view of the services we offer to low-income and/or unhoused community members. The practicum can be tailored to your educational institution's requirements to a reasonable extent, including the number of practicum hours to be completed. Speak to the Volunteer Coordinator about accommodating any specific educational outcomes expected by your educational institution.

**Criminal record check.** You must complete a criminal record check (CRC) for working with vulnerable adult populations. This may be completed instead through your educational institution if

proof of completion can be provided to Surrey Urban Mission. The cost to complete the CRC through Surrey Urban Mission is waived for practicum students, as it is for other volunteers.

## Division of responsibilities

**Practicum student.** You are responsible to:

- Communicate with Surrey Urban Mission regarding your practicum scope, requirements, schedule, and evaluation obligations
- Adhere to Surrey Urban Mission's policies, procedures, and practices, and to the direction of supervisory staff
- Adhere to standards of professional ethics and boundaries maintained in our field of practice
- Be open to the experience and willing to learn

**Practicum supervisor.** The practicum supervisor is the professor, instructor, or facilitator supervising you on behalf of your educational institution (not an employee of Surrey Urban Mission). The practicum supervisor is responsible to:

- Provide information on the practicum student to verify their participation in the practicum program and suitability for serving at Surrey Urban Mission
- Supply required documentation to fulfill the practicum program's requirements (may be provided to Surrey Urban Mission by you or directly by your supervisor)
- Liaise with Surrey Urban Mission regarding scope and expected outcomes of the practicum
- Support the practicum student and Surrey Urban Mission should any issues arise

**Volunteer Coordinator (SUMS).** Surrey Urban Mission's Volunteer Coordinator will oversee your schedule and activities during your practicum. The Volunteer Coordinator is responsible to:

- Schedule your required practicum hours according to on-site staffing capacity
- Facilitate your Day One activities, including basic volunteer training, site tours, and introductions to program supervisors
- Check-in periodically with you and act as your primary point of contact should you have any questions, concerns, or issues that arise over the course of your practicum
- Debrief at the end of each practicum phase and obtain feedback at the end of the practicum
- Facilitate final evaluation of the practicum student per the educational program's requirements

**Program Coordinators (SUMS).** Surrey Urban Mission's Program Coordinators will supervise your daily activities in each phase of the practicum program. The Program Coordinators are responsible to:

- Provide daily supervision for you with direction from the Volunteer Coordinator
- Facilitate daily activities for you to engage in within the scope of your practicum requirements
- Identify educational opportunities and provide relevant coaching
- Support you and answer questions and concerns that may arise
- Assist the Volunteer Coordinator with your evaluation

## Practicum Schedule

The practicum program follows a four-phase schedule that can be scaled according to your required practicum hours. Each phase provides you with opportunities to engage in a different aspect of our services, including food services, shelter, casework, and outreach. Your activities are supervised by a Program Coordinator in each phase, while the Volunteer Coordinator will oversee scheduling with each department and queue your progression through each phase.

<b>1 Day One   Volunteer Coordinator</b>
<ul style="list-style-type: none"> <li>• Meet with the Volunteer Coordinator to complete <b>V050 Practicum Information, V002 Volunteer Liability Release Agreement</b>, and general volunteer training</li> <li>• Volunteer Coordinator and practicum student tour all sites and make introductions with each Coordinator/program supervisor</li> <li>• Flex time can be used by the student to begin getting to know guests and building rapport</li> </ul>
<b>2 Food Services &amp; Donations   Food Services Coordinator</b>
<ul style="list-style-type: none"> <li>• Conduct meal service and coffee services</li> <li>• Donation area assistance, including receiving, sorting, and dispensing</li> <li>• Flex time can be used by the student to continue to get to know guests and build rapport</li> </ul>
<b>3 Shelter &amp; Recreation   Shelter Coordinator</b>
<ul style="list-style-type: none"> <li>• Shadow Shelter Support Workers (SSWs) at each shelter</li> <li>• Support shelter guests through community building and recreation activities as assigned by Shelter Coordinator with support from Recreation Services Coordinator as available</li> <li>• A list of sample activities (art classes, sports, board games, etc.) can be provided to Coordinators to help with assigning community building/recreation activities—focus is on guest engagement, rapport building, and improving guest quality of life</li> </ul>
<b>4 Casework   Community Connections Coordinator</b>
<ul style="list-style-type: none"> <li>• Shadow Community Connections Workers (CCWs) and observe case sessions</li> <li>• Accompaniment to community meetings, including SOT and SMART</li> <li>• Guided case note readings with CCWs can provide an opportunity to learn about real cases, actions taken by caseworkers, and ask questions about the workflow</li> <li>• Administrative support, as needed</li> </ul>
<b>5 Outreach   Cove-Healthy Living Coordinator</b>
<ul style="list-style-type: none"> <li>• Accompany CCWs on street outreach to unhoused community members</li> <li>• Support community members with hygiene services at service hub site</li> </ul>
<b>6 Evaluation   Volunteer Coordinator</b>
<ul style="list-style-type: none"> <li>• Debrief with Volunteer Coordinator on last shift (or over the phone, if necessary) and provide feedback about the practicum experience</li> <li>• The Volunteer Coordinator completes any evaluation requirements of the practicum student's educational institution</li> <li>• The Volunteer Coordinator forwards the practicum student's feedback and any employment recommendations from Program Coordinators to Human Resources</li> </ul>

## Recruitment Opportunities

At the conclusion of the practicum, the Volunteer Coordinator will have the opportunity to evaluate and file an employment recommendation for you with Human Resources. The opportunity to recruit students who perform well in their practicum and who demonstrate good fit with the various departments within our organization is mutually beneficial, as it offers students a practical pathway into the workforce and our organization the opportunity to hire employees with beneficial qualifications and demonstrated talent.

## Employment interest

You have the opportunity to provide feedback on your practicum experience and express interest in employment with Surrey Urban Mission to the Volunteer Coordinator at the end of your practicum. This feedback is collected using **V055A Practicum Feedback**. This form provides Human Resources with a record of your time with Surrey Urban Mission, which may be used to provide references for you in the future when applying for jobs or further education.

## Recommendation for employment

Recommendations for employment are included in our internal evaluations of each practicum student. The evaluations are completed by each program supervisor using **V055B Practicum Evaluation** and submitted to the Volunteer Coordinator when you complete each phase of your practicum.

The Volunteer Coordinator uses these evaluations to complete your educational institution's evaluation process at the end of the practicum and then files them with Human Resources as a record of your time with Surrey Urban Mission, which together your feedback form may be used to provide references for you in the future when applying for jobs or further education.

## Recruitment strategy

If you expressed interest in seeking further employment and received recommendations for future employment opportunities, Human Resources may contact you with invitations to apply for positions and be considered alongside internal candidates prior to external posting. Students who are invited to apply for positions will be considered equally to internal candidates during the selection process on the basis on merit.

## APPENDIX