NEWTON
Parks, Recreation & Culture

Internship Manual

Newton Parks, Recreation & Culture
246 Dudley Rd
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617-796-1500
www.newtonma.gov/parks

Internship Manual

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Dear Prospective Intern,

The City of Newton Parks, Recreation & Culture is pleased you are interested in an internship with us. We are currently seeking highly motivated, customer service-oriented individuals who are pursuing a degree in Parks & Recreation, Sports Management, Outdoor Recreation/Education, Tourism, Child Development, Education or other closely related fields to intern with the Department. The intern will assist with program administration, office administration, facility management, and other duties to understand the essential functions of a recreation department. Applicants with previous experience in parks and recreation related fields are preferred.

Our vision for this internship program is to provide you with practical experience that will allow you to explore various components of the recreation profession. Students chosen to complete their internship with us will receive the following opportunities:

- On the job experience in a multi-faceted municipal recreation department
- Assistance with exploring the many components of the recreation field and guidance in discovering the area of greatest interest within the field
- Networking and creating connections with recreation professionals
- Demonstrating, refining and acquiring skills and competencies
- Bridging the gap between theory and practice of recreation programming
- Assistance with developing into a professional, capable of acquiring a position within their field

Our internship program is heavily geared towards students who are pursuing a degree in Parks & Recreation, Sports Management, Outdoor Recreation/Education, or Child Development, but students from other fields may also apply if it fits within the students' academic goals and Newton Parks, Recreation & Culture Internship goals. Individuals will receive experience and training in recreation programming, risk management, administration, event management, and other components of parks and recreation operations throughout the internship program. The Recreation Department is committed to assist interns in satisfying the conditions and requirements of their university or college.

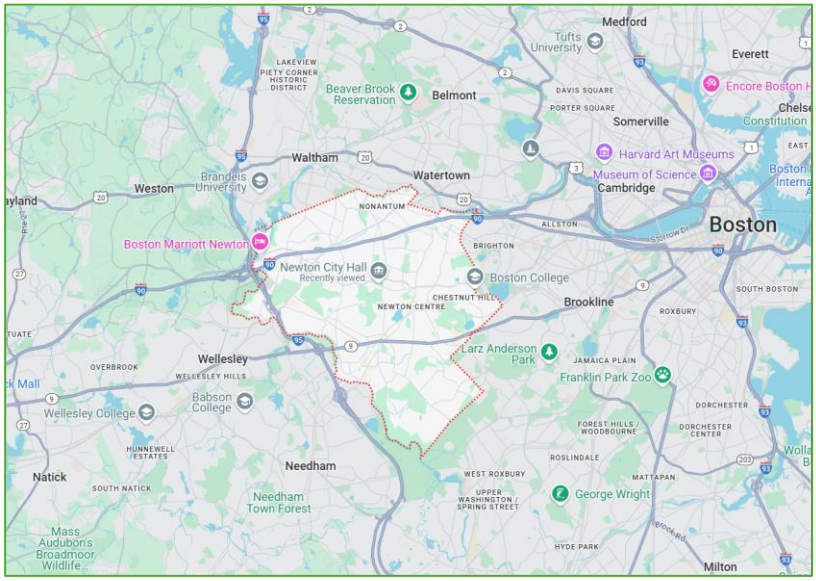
This packet provides information and outlines the responsibilities associated with the City of Newton Parks, Recreation & Culture Department's internship program. If you have any questions about the program, feel free to contact me by phone or email. I look forward to talking to you about internship opportunities with the City of Newton Parks, Recreation & Culture Department.

Sincerely,
Intern Supervisor
Channon Ames DiCiurcio, CPRP
Recreation Manager
617-796-1529
cames@newtonma.gov

City of Newton

The City of Newton is located seven miles west of downtown Boston. The City has a population of 88,415 (2023) and occupies a land area of 18.33 square miles. The City is principally suburban-residential in character and is comprised of thirteen distinctive villages.

Newton is a desirable community in which to live and work with excellent public school system; safe and attractive neighborhoods; an active community life; multiple transportation systems; proximity to Boston; and a well-managed City government. In September 2018, Newton was ranked #1 in Massachusetts as the best place to live and #12 in the U.S.



The City has a mayoral form of government with a mayor being elected every 4 years. 24 City Councilors represent the City and it's 8 wards, and are elected every 2 years. The City Council has the power to: make, amend or repeal City Ordinances; approve the city budget; approve the Mayor's expenditure of funds; approve land use issues; and confirm the Mayor's appointments to Newton boards and commissions.

The City of Newton provides a complete range of services including education, public safety, public works, curbside trash and recycling, recreation, library, cultural, and health and human services. The Massachusetts Water Resources Authority provides public water supply and sewage treatment services and the City operates water, sewer and stormwater systems.

To provide this complete range of services, the City of Newton is served by approximately 3,000 employees: approximately 2,000 in the Newton Public Schools and close to 1,000 on the City side. Many of Newton's employees have dedicated their lives to municipal service -- educating their neighbors' children, plowing roadways in dangerous weather conditions, and literally putting their lives on the line while serving in Newton's Police and Fire Departments.

Newton is home to a variety of private secondary and post-secondary schools which contribute to the fabric of Newton. The major colleges/universities in Newton include Boston College, Lasell University, William James College, and the UMass Amherst – Mount Ida Campus. Their combined student enrollment is approximately 17,000 students.

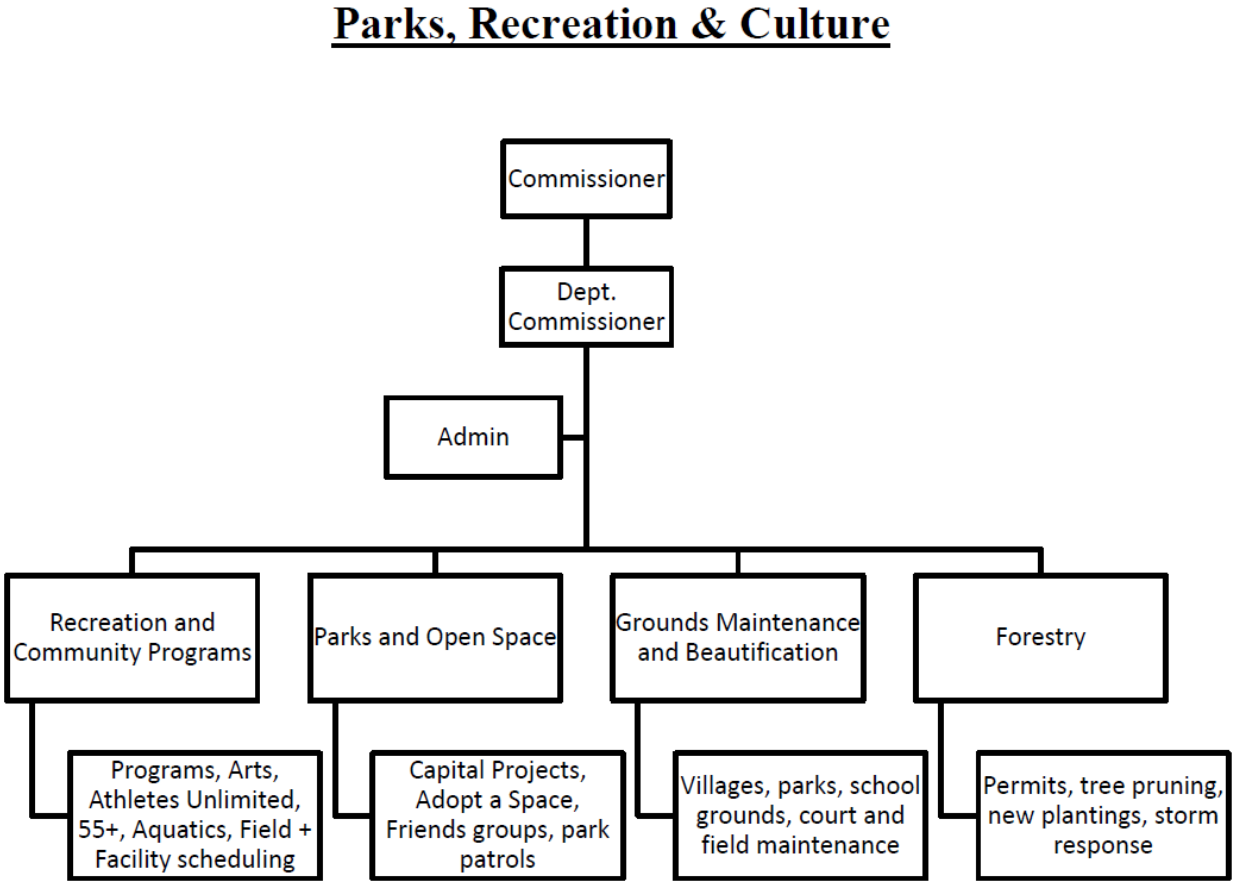
Newton Parks, Recreation & Culture Department

Mission

To provide traditional and innovative high-quality recreation, leisure, and cultural activities for all residents of Newton, as well as to preserve, maintain, and enhance our community natural resources.

The Department has an annual operating budget of over $9,000,000.00 to support the daily functions of the department. The Department employs approximately 45 full time staff and more than 300 seasonal staff.

The Department is made up of several divisions to best serve the residents of Newton.



Recreation and Community Programs

The Department runs, coordinates, and manages over 100 recreation programs annually with tens of thousands of participants. These include: summer and vacation camps; swim lessons provided during the summer at our two aquatics facilities, Crystal Lake and Gath Pool; tennis instruction; therapeutic community-based recreation programs for residents with disabilities; older adult focused recreation programming; and special programs such as seasonal activities, family oriented programs, day trips, drop-in programs, and instructional programs. We strive to serve all ages, abilities, and interests.

The Newton Cultural Development Department administers and supports creative and cultural programming. Alongside community collaborators, the Department encourages equitable access to arts and culture throughout the City of Newton. The Department provides programs that enrich the community and create opportunities for people to come together at arts and cultural activities as well as participate in projects that enhance and celebrate our community.

The Parks, Recreation & Culture Department is proud to offer a Farmers Market program, facilitating commerce between small local businesses and residents, as well as providing educational and entertainment activities. The market operates at two locations and feature organically grown produce, seafood, breads, baked good and many more products straight from growers and producers in our region.

Parks and Open Space
A foundational building block and launch pad for nearly all the Department's activities and mission is the City's parks and open space areas. The Department has direct control of nearly 500 acres of City land and is responsible for the maintenance of an additional 150 acres. Combined, the Department is responsible for nearly 70% of the City's open space. The Department's investment in green infrastructure reinforces social cohesion and equity by making Newton more livable, healthy, and providing the community with opportunities for athletics, recreation, social gathering, and wellness.

Public Grounds Maintenance & Community Beautification
The Public Grounds Maintenance & Community Beautification Division cares for all public lands under the Department's jurisdiction as well as provides logistical support for community programs and events. The team cares for 51 parks, 45 playground locations, 21 schools, 15 recreation buildings, 4 libraries and 4 community centers, and village centers. We routinely clean and plant in village squares as well as remove trash from parks, village squares and playgrounds.

Urban Forestry
The Department is responsible for maintaining and fostering the City's 20,000 street trees and countless more located on public land. The City's urban forest is a key component of Newton's identity and makes the community more enjoyable and healthier for the people in the city. The City's trees are overseen and managed by the Division of Urban Forestry which consists of eight staff and needed contracted tree crews. Annually, the Division of Urban Forestry responds to over 4,000 requests for service.

Internship Guidelines

Application and Selection Process
To be considered as a candidate for an internship with the City of Newton Parks, Recreation & Culture Department, you must first apply. Applications must be submitted with a resume and cover letter and are accepted on a rolling basis (but must be received at least 10 weeks before the start date) for each season until that position has been filled. Requirements and additional information can be found **on pages 9-14.**

Those applicants who best match the experience and skills the department is seeking will be selected for an interview. On-site interviews are preferred, although an online zoom interview is acceptable for out of state candidates who are unavailable to appear for an in-person visit.

After the interview process, a selection will be made to determine a candidate's participation in the Internship Program. A conditional offer will be made to the selected candidate, pending background checks and acceptance of internship placement from the university/college faculty. From there, students will apply online and submit all of the necessary paperwork to become a seasonal employee with the department.

Compensation and Benefits
Interns will be given the opportunity to gain a wide range of experiences and understanding of daily operations in the Newton Parks, Recreation & Culture Department. Interns will be given the opportunity to work in a variety of areas based on particular interests including programs for youth, teens, adults, seniors and individuals with disabilities; aquatics and sports leagues; summer camps; recreational activities and special events; facility management; office administration and budgets; issuing permits for park facilities; recruitment, selection and/or training of seasonal and part-time staff; maintenance and more.

Interns will work a 40-hour week and be compensated at a rate of $15.00 per hour. Internship hours may include nights and/or weekends. There may be opportunities to work additional hours as a paid seasonal employee post internship or during non-scheduled internship hours in various programs or roles throughout the department. This is a non-benefit position. In addition, interns are not provided with meals, housing or transportation and must secure that prior to accepting the internship.

The internship program provides the intern with a variety of experiences to assist with bridging the gap between being a student to becoming a professional within the recreation field. Our intent is to maintain flexibility in trying to give each intern what they desire in "on the job" experience while at the same time meeting all the internship requirements of the respective university/college. The intern is responsible for requesting specific area(s) of concentration or professional learning opportunities that will enable them to receive the experience they desire, and an effort will be made by the City of Newton to meet those requests.

Internship Dates and Work Schedule
Internships will be performed over a 10 to 14 week period (based on school requirements) with interns completing an average of 40 hours per week. The daily schedule will vary based on programs, events and projects and could include weekdays, weeknights, holidays, and weekends. Work may be completed in an office setting between the hours or 8:30 am and 5:00 pm, at program sites during the day, or during night and weekends at various programs and facilities run through the department.

A meeting with the department supervisor prior to the internship beginning will allow the intern and department to map out a weekly schedule based on intern interests and department needs.

Winter/Spring – early January to mid-April

Summer – mid May to late August

Fall – late September to late December

Opportunities to work additional hours during the internship, or additional weeks at the end of the internship as a seasonal employee may be available.

Working Conditions
The Newton Parks, Recreation & Culture Department is a community recreation program that offers a wide range of programs for youth, adults, seniors, and individuals with disabilities. The department is also responsible for maintaining parks, playgrounds, school grounds, and all municipal grounds and recreation buildings. There are over 45 full-time staff and more than 300 part time and seasonal staff that work for the department.

Working conditions for this internship may require working inside or outside in a variety of elements, driving to different locations, lifting or moving equipment, interacting with the public and more. Working conditions depend on the location of various tasks and may be in an office with moderate noise and some additional people, to an outdoor special event with loud noises and hundreds to thousands of people. The intern will occasionally lift and/or move program materials up to forty (40) pounds and sit or stand for periods of time at a computer workstation to complete assigned tasks. The physical demands described here are representative of those that must be met by an employee to successfully perform functions of this job. Reasonable accommodations may be made to enable individuals with disabilities. More information about the Department can be found on our website at www.newtonma.gov/parks

Requirements to Become an Intern

The ideal intern will be customer service oriented, possess good judgment and problem-solving skills, be creative, have good computer skills, be effective at multi-tasking, work well in a team environment, possess strong interpersonal skills, and be able to work with people from various cultures, backgrounds, and abilities.

1. Ability to complete the required number of hours and weeks set forth in the internship dates and college program requirements.

2. Be a minimum of 18 years of age and be enrolled in a degree program (associates, bachelors or masters) related to the field of Recreation, Education, Child Development, or other applicable field with a GPA of 2.7 or higher.

3. Previous experience of at least 25 hours working/volunteering for organizations serving youth and/or adults in a recreational setting.

4. Personal computer skills: examples Outlook, Microsoft Office, Google Docs, Canva, etc.

5. Ability to learn and use recreational software used by the department.

6. Ability to properly handle monetary transactions and keep records of monies taken into the department.

7. Ability to maintain confidentiality, use appropriate judgement and discretion with privileged and sensitive information that may be disclosed.

8. Occasionally lift and/or move program materials up to forty (40) pounds and be able to sit or stand for periods of time at a computer workstation to complete assigned tasks.

9. CPR and First Aid Certification. Additional certifications may be required.

10. Current health insurance

11. Current physical and up to date immunizations

12. Valid driver's license and reliable transportation to get to and from the office and recreation sites in a timely manner.

13. Authorization to work in the United States, pass a CORI/SORI and completion of necessary paperwork to become a Seasonal City employee. Seasonal City employees are "at will" employees and there is no guarantee for future employment.

14. Review the internship manual and attend an internship orientation prior to starting.

Intern Responsibilities and Expectations

1. Complete the minimum required hours (approximately 40 hours per week, including some evenings and weekends) at Newton Parks, Recreation & Culture Department.

2. Demonstrate a high-level of professionalism and represent the City of Newton Parks, Recreation & Culture Department appropriately both on the job and off.

3. Maintain a high level of dependability, responsibility and customer service being punctual and appropriately dressed throughout the internship.

4. Communicate regularly and effectively, bringing any concerns or challenges up in a timely manner.

5. Be friendly, courteous, and treat everyone with dignity and respect regardless of personal preferences or beliefs.

6. Maintain confidentiality of private and sensitive information.

7. Gain an understanding of the various functions that are required to be successful in a municipal recreation setting including marketing, using computer registration systems, program planning and implementation, issuing permits, customer service, and more.

8. Apply in practice the knowledge and skills acquired in the academic setting

9. Utilize and refine problem solving skills, critical thinking skills, and analytic skills.

10. Interview various staff in the department (maintenance, forestry, aquatics, over ’55 seniors, director of special needs, etc) to better understand their role and how the department functions.

11. Attend a Recreation Commission meeting to better understand the role the Commission plays in shaping policies within the department.

12. Attend a MetroWest MRPA meeting (if offered during the internship months) to see how departments work together regionally to support each other, or interview 2 community recreation professionals from another town/city.

13. Complete a special project based on intern’s interests.

14. Complete a weekly journal of experiences.

15. Complete weekly timecards.

16. Complete all assignments and evaluations on time.

17. Additional responsibilities based on time of year or intern interest can be discussed prior to the internship.

Recreation Internship Program Essential Duties and Areas of Focus

Overview
Interns will assist in performing a variety of complex professional and administrative work in planning, developing, organizing, scheduling, directing and implementing comprehensive recreational, social and cultural programs for all ages. Work will be performed under the supervision of department staff.

Essential Duties and Responsibilities
The duties listed below are intended only as illustrations of the various types of work that may be performed. These internship descriptions do not constitute an employment agreement between the employer and the intern and are subject to change by the employer as the needs of the employer and requirements of the internship change.

1. Program administration including the preparation, scheduling, booking resources, budgeting, marketing, registration, staffing, organizing and ordering supplies, implementation and oversight of programs, and evaluations of services provided to ensure quality control in programs which may include:
    a. A ski and snowboard program
    b. An indoor sports and recreation complex
    c. Fitness programs
    d. Youth and adult sports programs
    e. Tournaments and/or leagues
    f. Outdoor recreation programs
    g. STEM and/or art programs
    h. Intergenerational programs
    i. School vacation programs
    j. Summer camps
    k. Aquatics programs
    l. Field trips or day trips
    m. Athletes Unlimited special needs programs
    n. Senior/over 55 programs
    o. Cultural development programs
    p. Farmers Markets
    q. City wide special events
    r. Development and coordination of new and innovative programs

2. Office Administration including understanding various computer registration systems, record keeping, department policies, and customer service
    a. Become familiar with MyRec registration system
    b. ePACT system for collecting participant emergency information
    c. Tracking and recording monies received and refunded
    d. Preparation of documents for licensing programs
    e. Assist in managing scholarship requests
    f. Answer phones and questions from the public
    g. Typing correspondence, reply emails and sending email blasts

3. Staff hiring, onboarding, training and evaluation
    a. Participation in interviews
    b. Collection and processing of employee paperwork
    c. Preparation of manuals and/or training resources
    d. Job training and staff development workshops
    e. Performance evaluations

4. Facility management including scheduling staff, maintenance, setting up for programs or events, and issuing permits or memberships
    a. Indoor recreation facilities and community centers
    b. Picnic facilities
    c. Field scheduling
    d. Crystal Lake and Gath Pool facilities

5. Understanding Essential Functions of Recreation Departments
    a. Interview various staff in the department (maintenance, forestry, aquatics, over ’55 seniors, director of special needs, etc) to better understand their role and how the department functions.
    b. Attend a Recreation Commission meeting to better understand the role the Commission plays in shaping policies within the department.
    c. Attend a MetroWest MRPA meeting (if offered during the internship months) to see how departments work together regionally to support each other, or interview 2 community recreation professionals from another town/city.

6. Complete a special project
    a. The special project is a project that the intern will take on to help make a difference in the Newton Parks, Recreation & Culture Department. It can be the implementation of a new program, acquisition of materials to help support participants in programs, a marketing campaign or development of marketing resources for the department, or other options based on the intern’s interests and college requirements.

7. Weekly Reports and Meetings
    a. Weekly reports are a self-assessment for the intern. They include a discussion of the week’s activities. Each section is an in-depth account of weekly activities, successes, challenges, and learning moments to assist the intern in processing their own problem solving and time management skill development.
    b. Weekly meetings will be an opportunity for the intern to review their experience, gain knowledge, and set goals for future weeks.

8. Mid Term and Final Evaluations
    a. The mid-term evaluation will be completed approximately half-way through the internship (completion of half of the required internship hours) and will allow the intern to understand their strengths and areas they may need to improve.
    b. The final evaluation is completed at the start of the last week of the internship to provide an evaluation of the performance of the intern.

Newton Parks, Recreation & Culture
Internship Application

Interested interns should complete this form and submit it with a resume and cover letter to cames@newtonma.gov Applications are accepted on a rolling admission, but must be submitted at least 10 weeks prior to the anticipated start date to be considered.

Student Information:

Name _____ Phone _____

Email _____

Address _____

City _____ State _____ Zip _____

Anticipated address during the internship: _____

Academic Information:

College/University Name _____

Major _____ Current Year _____ GPA _____

Does your College/University have specific requirements for the internship _____

_____

_____

_____

Internship Dates:

I am applying for the (see pg 8) _____Winter/Spring _____Summer _____Fall

Available Start Date _____ Required Completion Date _____

College Requirement for # of Weeks or Hours Completed: _____

Internships with Newton Parks, Recreation & Culture include 10-14 weeks of work experience with approximately 40 hours per week (depending on school requirements). Internships may include work during the day, night, or weekends. Are there any dates or times during the internship that you will **NOT** be available?

_____

Learning Goals and Objectives:

What is your area of interest in the field of recreation?

What do you hope to learn through this internship experience?

What skills will you bring as an intern to this department?

What are some special project ideas that you may want to complete during your internship?

Additional Comments:

Applicant Name (Printed): _____

Signature: _____ Date: _____

Sample Intern Midpoint/Final Evaluation

Instructions: Please complete this evaluation thoroughly and honestly by rating the strengths and weaknesses of the internship program. Your feedback will assist with improving the internship program for future interns.

Intern Name_____ Date _____

Internship area _____Season _____

Supervisor _____

	Poor	Fair	Good	Excellent	Other
1. Quality of orientation on policies, procedures, program and event locations and expectations					
2. Acceptance of you as a functional member of the department staff					
3. Cooperation of department staff to provide professional growth experiences through training and coaching, feedback, and opportunities					
4. Provision of resources essential to understanding the department and completing assigned tasks					
5. Effective communication between supervisor and Intern					
6. Networking opportunities to connect with recreation professionals					
7. Opportunity to implement classroom learning with real life experiences					
8. Please rate your overall experience					

How is this internship meeting your goals?_____

_____

_____

_____

What additional goals are you still interested in meeting?_____

_____

_____

_____

What has been the most rewarding part of your internship?_____

_____

_____

What has been the most challenging part of your internship?_____

_____

_____

_____

What does the Department do well?_____

_____

_____

_____

What are a couple of areas the Department can improve in?_____

_____

_____

_____

What does your internship supervisor do well_____

_____

_____

What areas can your internship supervisor improve on?_____

_____

_____

Is there anything that you would like to share?_____

_____

_____

_____

Intern Signature _____Date_____

Supervisor Signature _____Date_____

Sample Supervisor Midpoint/Final Evaluation

Intern Name_____ Date _____

Internship area _____Season _____

Supervisor _____

	Poor	Fair	Good	Great	Excellent
Interpersonal, Professional, and Leadership Skills					
Functions well with and adjusts to new people					
Willingly accepts suggestions or feedback					
Able to demonstrate self-control					
Capable of confronting new situations calmly					
Interacts with the public in a positive manner					
Handles concerns in a timely and responsible manner					
Has good judgement and maintains ethical requirements of the department					
Uses appropriate language and volume					
Demonstrates time management, prioritization of tasks and decisions					
Maintains work responsibilities in an organized manner					
Demonstrates punctuality and dependability					
Dresses professionally for each situation					
Has character and integrity in varying situations					
Pays attention to detail					
Understands and works within the Department's policies					
Oral communication skills with staff, families and participants					
Written communication skills (clarity, grammar, spelling, concise, quality)					
Initiates and pursues tasks with diligence					
Endeavors to resolve problems independently					
Is imaginative, creative and innovative					
Follows tasks through to completion					
Participates in networking opportunities or committee meetings					

	Poor	Fair	Good	Great	Excellent
Recreational Competencies					
Possesses a strong understanding of essential skills and functions of a recreation department					
Demonstrates program planning, implementation and evaluation skills					
Demonstrates office administration skills utilizing various computer systems					
Successfully interviews, hires, supervises and evaluates seasonal or volunteer staff					
Demonstrates facility management skills in the operation of scheduling and maintenance of recreation facilities					
Practices and employs safety and risk management procedures					
Implements marketing and promotional strategies					

Supervisor Comments

What areas does the intern perform well in?_____

What areas can the intern improve upon?_____

What goals can the intern work on?_____

Additional Comments_____

Intern Signature _____ Date_____

Supervisor Signature _____ Date_____