



JOB DESCRIPTION

JOB CODE & TITLE:	<u>34747 Intern</u>	DEVELOPED:	<u>2/10/2016</u>
DEPT # & NAME:	<u></u>	REVIEWED:	<u></u>
REPORTS TO: (Title)	<u>Associate Program Manager, Emerging Leaders</u>	REVISED:	<u>9/13/2021</u>
LOCATION (Code):	<u></u>	FLSA:	<u>NE</u>

Our Mission is to extend the healing ministry of Christ.

We are more than healthcare. We are a family of caregivers who see what we do as a calling and treat every person, every time as if they were a loved one. We don't just heal what hurts. We ease minds and encourage spirits by providing a more personal level of care than ever before—physically, emotionally, and spiritually. Our mission is to Extend the Healing Ministry of Christ which starts with caring for others with uncommon compassion and going above and beyond to make those we serve, feel loved.

Wellness is at the core of what we do, focusing on living a better life today and always. We want everyone to *Feel Whole* and we see our work as a calling. This is how we make a difference. With our whole-person care, expertise and world-class resources we strive to provide an exceptional experience for all. With hospitals and facilities in over 9 states, our consistent approach to healthcare allows us to live our mission and ensure that our communities are living fuller, healthier lives.

GENERAL SUMMARY:

AdventHealth is an award-winning organization steeped in a rich tradition of providing quality, whole person healthcare in a mission-minded environment. AdventHealth is the Corporate Headquarters for more than 75,000 caregivers serving communities through our hospitals, nursing homes, home health agencies and other affiliate entities. We provide opportunities for career growth and spiritual nurturing in a variety of multistate settings.

Leadership Interns gain meaningful insight into AdventHealth operations and administration during a 10- to 12-week timeframe. During this time, interns observe organizational dynamics, participate in individual or team meetings, and receive/complete project assignments, as appropriate. There are several different business expertise available to students interested in the intern program:

- ***BUSINESS MANAGEMENT*** – Interns in management will follow a defined rotation schedule that provides insight into day-to-day operations of two or three core departments including: Hospital Operations, Leadership Development, Marketing and Strategic Planning, Human Resources, Physician Enterprise and Supply Chain. Successful performance in, and completion of, the program enhances interns' opportunity to gain acceptance into the post-graduation, multi-year leadership residency program.
- ***FINANCE/ACCOUNTING*** – Interns in finance & accounting will rotate through core finance departments, completing projects assigned by a mentor. Projects and assigned activities include payroll, accounts payable, month-end close, fixed assets, budgeting, statistical reporting, labor tracking, internal audit, and Revenue Management. The intern will be exposed to various finance meetings, observing & participating in key discussion.

- *CLINICAL LEADERSHIP* – Interns in clinical leadership will rotate through core nursing or ancillary departments, and departments that collaborate closely with clinicians. The interns will shadow leaders and complete projects and learning activities as assigned by the mentor. Projects and learning activities include but are not limited to performance improvement, policy development, patient experience, education, or assessment/measurement of existing processes or services.
- *HUMAN RESOURCES* – Interns in human resources will spend up to four weeks learning from HR professionals. During this rotation, they will be engaged in hands-on projects and/or shadowing opportunities in the following areas: Recruitment and Onboarding, Benefits, Compensation, Operations, or Employee Engagement. Additionally, they will spend time with each Human Resources Director to better understand the scope and type of their teams.
- *INFORMATION TECHNOLOGY* – Interns in Information Technology will work within AdventHealth Information Technology (AIT) and support AdventHealth with solutions in areas such as Technology Infrastructure, Digital Health, Information Security (Cybersecurity), Data Analytics and Clinical Informatics (EHR/EPIC).
- *MARKETING/STRATEGIC PLANNING* - Interns in marketing & strategic planning will rotate through at least two departments of the Strategy Office: Consumer Marketing/Branding, Media Relations, Strategic Planning & Business Development, Market Research, Population Health. Interns will work on team and individual projects within the assigned department.
- *MISSION/MINISTRY* - The Wholeness Internship provides opportunities to experience the breadth of roles related to mission and observe how wholeness and whole-person care connect to hospital operations, clinical care and community work. The intern will be assigned to an executive level leader and will have opportunities to shadow program leaders, attend strategic meetings, and contribute to ongoing projects.

Interns may be invited to various leadership meetings in order to gain first-hand experience in how key organizational decisions are made as well as networking opportunities with senior leaders. Interns actively participate in outstanding customer service and accept responsibility in maintaining relationships that are equally respectful to all. With clarity gained through these experiences, students are better positioned to define their future career path.

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES:

Below are the expected responsibilities of all interns when working in any AdventHealth department. Additional

responsibilities will be assigned by the respective preceptor when the intern is assigned to the department.

- **GAIN KNOWLEDGE** – Become familiar with core processes and develop working knowledge of industry terminology.
- **BUILD RELATIONSHIPS** – Experience the business rhythm of the organization through participation in department meetings and observation of team role models.
- **PRODUCE RESULTS** – Complete projects and assignments as given.

KNOWLEDGE AND SKILLS REQUIRED:

- Basic proficiency in the use of Microsoft Office suite applications: Word, Power Point, Excel, Teams, and Outlook.

KNOWLEDGE AND SKILLS PREFERRED:

- For Finance/Accounting - Intermediate proficiency in the use of Microsoft Excel.
- For Marketing/Strategic Planning (Communications rotations) - Basic proficiency in the use of Microsoft Publisher.

EDUCATION AND EXPERIENCE REQUIRED:

- Sophomore or higher in college, working toward an applicable Bachelor's degree
- For Finance/Accounting – Completion of Intermediate Accounting

EDUCATION AND EXPERIENCE PREFERRED:

- Minimum cumulative grade point average (GPA) of 3.2
- Academic, Professional, Collegiate (Clubs, Student Government etc.) or Community (Volunteer) Leadership Experience
- Prior work experience in a professional environment
- Prior experience in an organized activity requiring team participation and time management

LICENSURE, CERTIFICATION OR REGISTRATION REQUIRED:

- N/A

LICENSURE, CERTIFICATION OR REGISTRATION PREFERRED:

- N/A

SUPERVISORY RESPONSIBILITIES

- N/A

LIVING OUR SERVICE STANDARDS

How we treat those we serve and each other is what sets us apart from other healthcare organizations. We want everyone who walks through our doors to feel loved, cared for, and at ease. Whether you are clinical or non-clinical, your actions and behaviors can create an environment that either builds trust or causes anxiety and fear. We have made it easy for you to ensure that you are always building trust and providing excellent care by exhibiting our Service Standards.

All team members will be held accountable for consistently living out our 16 Service Standards and the additional behaviors listed below to ensure that every person, every time has an exceptional experience.

KEEP ME SAFE

I make safety my number one priority.
I protect privacy and confidentiality.
I keep my environment clean.
I follow the dress code and wear my badge correctly.

LOVE ME

I treat others with uncommon compassion.
I nurture whole-person care through CREATION Health.
I treat others with fairness and respect.
I listen and communicate using iCARE. (Introduce, Connect, Anticipate, Reinforce, Extend)

MAKE IT EASY

I help guests to their destination.
I speak highly of others to provide connected care.
I collaborate to create solutions, not excuses.

I innovate and continually seek ways to improve our work.

OWN IT

I am positive and aim to exceed all expectations.

I follow through on commitments.

I use discretion with personal devices.

I recover service and restore trust using ACT. (Acknowledge/Apologize, Correct, Thank)

Team members must conform to all AdventHealth organizational and departmental policies and procedures including but not limited to:

- Mission
- Vision
- Values
- Code of Conduct as outlined in the “Guidelines for Employees” handbook

Establishes and maintains a history of regular attendance; makes appropriate use of PDO and observes department call-in procedures for absence; establishes and maintains punctual work habits. Exhibits timely arrival and departure and dependable time habits including meal and other breaks.

Attends and participates in mandatory facility-wide and department training/meetings as required (including but not limited to: ALN, safety training, etc.). Is able to demonstrate and apply knowledge of fire, safety, security, and disaster procedure regulations as presented in orientation, outlined in the safety manual, and as pertains to each work area.

Required to respond to emergency situations (i.e. disasters, hurricanes, etc.) by reporting to department and staying until the crisis is over or your position is covered by incoming personnel. This is a mandatory requirement. Refusal to respond may result in termination.

Contributes to the successful achievement of department-stated goals and objectives and will facilitate staff cohesiveness and communication.

REQUIRED COMPETENCIES

- **MODELING ORGANIZATIONAL VALUES** – Shows an approach towards people and work that is consistent with the overall values of the business. Professional in appearance and demeanor. Strives to become a role model by consistently embodying our brand.
- **LEADERSHIP POTENTIAL** – Confidence in taking the lead and navigating ambiguity, mental toughness in difficult times. Builds trust by behaving with integrity, attentiveness and optimism of others and adeptness in building relationships.
- **WORK QUALITY** – Plans and completes work thoroughly, accurately within requirements and deadline expectations. Strives for continuous improvement of work product or output.
- **PRODUCTIVITY** – Produces a reasonable amount of work in the time allotted. Strives for efficiency.
- **SELF-DEVELOPMENT** – Takes ownership of own development, seeks training, development opportunity or feedback. Strives for continuous self-improvement.
- **EFFORT/INITIATIVE** – Seeks out new assignments or additional responsibilities. Takes initiative to help others. Strives to learn more about the internship and business.
- **EFFECTIVE COMMUNICATION** – Effectively gives and receives information, ideas and opinions verbally and in writing. Uses common courtesies in keeping supervisor and coworkers updated on progress. Strives to find common ground.
- **CUSTOMER FOCUS** – Demonstrates appropriate attention to customer needs when making decisions and taking action. Is responsive and courteous with customers. Listens and

empathizes with customer concerns. Researches concerns to find solutions. Strives to deliver customer service that consistently exceeds expectation.

- **JOB KNOWLEDGE** – Understands duties and responsibilities. Seeks prompt clarification from appropriate resources if needed. Strives to obtain additional job-related knowledge.
- **TEAMWORK/COOPERATION** – Willingness and ability to work and cooperate with others. Shares knowledge, solicits the advice and opinions of others and is open-minded. Seeks to collaborate with the team on solutions.
- **PROBLEM SOLVING** – Resolves problems effectively by considering appropriate options before making a decision. Open to new ideas, looks for and considers alternative solutions. Strives to proactively address concerns.

This position description reflects the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The responsibilities listed may be subject to change at any time and individuals may be asked to perform duties outside of their regular responsibilities to support the ongoing operations of AdventHealth and its facilities.

I have read and understand this job description.

Employee Signature

Date

Job Specifications:

(Physical and Mental Job Requirements)

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis. If the requirement is not marked, then the standard is generally considered not applicable.

Requirement	Occasionally	Frequently	Continually	Requirement	Occasionally (i.e., Monthly)	Frequently (i.e. Weekly)	Continually (i.e. Daily)
General Requirements (has the ability to...)				Required Lifting (ability to lift...)			
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Up to 10 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11 to 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25 to 34 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	35 to 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	51 to 75 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	76 to 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Over 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pushing/Pulling (ability to push and pull...)			
Maintain Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Up to 10 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11 to 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				25 to 34 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensory Requirements (has ability for...)				35 to 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Far Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	51 to 75 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Near Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	76 to 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Color Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Over 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depth Perception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Seeing Fine Details	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hand Manipulation (ability with...)			
Hearing Norm Speech	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Simple Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing Overhead Pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Firm Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Use of Keyboards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mental & Emotional Requirements (ability to...)	YES	NO					
Cope with High Level of Stress	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Environmental Exposure (may be exposed to...)	YES	NO	
Make Decisions under High Pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Infectious Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Cope with Others' Anger/Fear/Hostility Calmly	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Chemical Agents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Manage Altercations	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Dust, Fumes, Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Concentrate	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Extremes in Temperature or Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Handle a High Degree of Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Hazardous or Moving Equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Handle Multiple Priorities in Stressful Situation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Unprotected Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Work Alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Loud Noises	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Demonstrate High Degree of Patience	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enters Patients' Rooms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Adapt to Shift Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Has Direct Patient Contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Work in Areas That Are Close and Crowded	<input type="checkbox"/>	<input checked="" type="checkbox"/>					

Others (note below)	Y S	N O	Others (note below)	Y S	N O
Accepts flexible schedule to meet unit/dept needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Position Requires TB Test	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Takes call duty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Position Requires Mask Fit	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Drives a Facility Name vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Must provide a 4-week resignation notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>				