

2016-
2017

Community Work-Study

Supervisor Guidebook

Feinstein Institute for Public Service
Providence College



Community Work-Study Supervisor Handbook

Feinstein Institute for Public Service

Introduction

This guidebook is designed to familiarize supervisors with important policies and procedures regarding the Community Work-Study Program at Providence College.

The Community Work-Study Program at Providence College is coordinated by the Feinstein Institute for Public Service and overseen by the Program Coordinator, in collaboration with the Office of Financial Aid.

Mission of the Feinstein Institute

Through a process of focused conversations and deep reflection, the Feinstein Institute for Public Service works collaboratively to increase an understanding of and promote positive, sustainable social and economic change through community building.

Believing that service bears witness to religious and ethical values central to the college's mission and is at the heart of a liberal arts education in a democratic society, the Institute embraces an ethic of servant leadership in its commitment to campus and community.

Contact Info:

If you have any questions regarding timesheets, hiring procedures, site placements, training, preparation, and reflection, please contact:

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Federal Program Description

(from <http://www2.ed.gov/programs/fws/index.html>)

- *The FWS Program provides funds for part-time employment to help needy students to finance the costs of postsecondary education. Hourly wages must not be less than the federal minimum wage.*
- *Students may be employed by: the institution itself; a federal, state, or local public agency; a private nonprofit organization; or a private for-profit organization. Institutions must use at least 7 percent of their Work- Study allocation to support students working in community service jobs, including: reading tutors for preschool age or elementary school children; mathematics tutors for students enrolled in elementary school through ninth grade; literacy tutors in a family literacy project performing family literacy activities; or emergency preparedness and response.*
- *Students must file a Free Application for Federal Student Aid (FAFSA) as part of the application process for FWS assistance.*

Important Information on Federal Work-Study:

- **The Federal Work Study Program operates on a fiscal year calendar through the end of the Academic Year (July 1st – around May 15th).** Students can work for any length of time during this time period up to the amount of their award and based on the positions offered by the Feinstein Institute for Public Service. Please Note: We are unable to support students through CWS from approximately May 15-June 30th.
 - Summer jobs & internships may be available to local students. Summer work-study starts on/after July 1st and runs through the first day of the fall semester.
- **The Work-Study Program does not provide an infinite amount of paid hours for a student.** Students are granted a work-study package that can range anywhere from \$900-\$4500 yearly, and they can work up to this amount each year. It is up to the students to budget these hours according to their award and scheduled hours. Once they work up to the amount of their award, they can no longer be paid through our program until the next fiscal year.
- **Students are paid on an hourly basis**, at a rate determined by Providence College, but no lower than the state minimum wage (currently \$9.60).
- **Community partnerships are coordinated by the Feinstein Institute for Public Service.** An eligible student may only work for site that has an active Work-Study contract with Providence College. The Feinstein Institute maintains these contracts. Interested sites must apply through the Feinstein Institute for Public Service.
- **Students may be employed in community service positions that provide either direct or indirect services to the community.** For example, it is acceptable for a Federal Work-Study student to be employed in a clerical position for a food bank. It is not required that the student be involved in delivering services directly.

- Employment under the Community Work-Study Program may involve public interest work, which is considered work performed for the national or community welfare. **Work performed to benefit a particular interest, individual, or group is not permitted.**

Work is **NOT** eligible for Work-Study funding if:

- It impairs existing service contracts.
- It displaces regular employees.
- It fills jobs that are vacant because regular employees are on strike.
- It primarily benefits the members of a limited membership organization such as a credit union, fraternal or religious order, or a cooperative.
- It involves the construction, maintenance, or operation of any part of a facility used or to be used for religious worship or sectarian instruction.
- A student's political support or party affiliation is taken into account in hiring the student.
- It involves any partisan or nonpartisan political activity associated with a faction in an election for public or party office.
- It is work as a political aide for any elected official.
- It involves work for an elected official outside the **regular administration** of federal, state, or local government.
- It involves lobbying on the federal, state, or local level.

For more information on eligibility, see here:

<http://www.ifap.ed.gov/fsahandbook/attachments/1415FSAHandbookVol6Ch2.pdf>

Partnerships and Student Placements

- **Becoming a contracted Community Work-Study site:** Organizations interested in hosting Providence College students must complete a training with the Program Coordinator prior to submitting their Community Work-Study contract. During this training, new site supervisors will receive the contract, and upon its return are officially considered a Community Work-Study (CWS) Partner Site.
- In order to apply **to host students for a job at your site, you must complete the position descriptions form.** This form is sent out by the Program Coordinator prior to the beginning of the school year (late July) for the Academic Year and may be repeated in January if we have adequate space for additional site placements during the Spring Semester. Summer applications are requested at the end of May to begin July 1.
- **Updating contact info:** It is the responsibility of the site to inform the Feinstein Institute of any changes to the contact information (new staff, email, address, phone numbers, etc.) to keep communication as smooth as possible. Feinstein will do the same with changes to our office.
- **Contracts:** Contracts between the site, the Feinstein Institute for Public Service, and Financial Aid department at PC are two-years in length and are renewable. Any major changes to site information or supervisors may require editing current contracts.
- **Position Applications & Student Placements:**
 - Having a current contract DOES NOT guarantee that applications for positions will be accepted by the Feinstein Institute for Public Service.
 - Acceptance of position applications DOES NOT guarantee that all positions will be filled students will be placed at the site.
 - Placements of students are dependent on the students' schedules, qualifications and interests as well as the site's availability of supervisors and projects. *However, we maintain a smaller group of community partners but with a variety of types of sites with the hopes that most interested and active sites will regularly have work-study students placed there.*
 - Similarly, the site can opt out of a work-study placement for a given period of time while maintaining an active contract. This is done by not applying for a position during the initial application. It is preferred that sites do this if there aren't projects or adequate supervision, and it does not adversely affect future relationships (however, taking on students without adequate projects or supervision might!)
- **Active Partnerships:** In the Feinstein Institute for Public Service, maintaining *Mutually Beneficial Partnerships* is vital to our mission and vision. We ask that sites **provide us with regular feedback** and aid in the **active learning and professional development of the students** in our program, and **we aim to provide support, feedback and resources** (such as

CWS students) to our community partner sites. We work with a smaller number of sites, often who work with our other programs, to maintain the deepest partnerships possible. *Active Partnerships* means more than having a contract with our site, and does not require that a student is placed there a given semester for the site to remain active and part of the Feinstein Institute. It just requires that we support each other's missions and the growth of each party in the partnership.

Student Application & Hiring Process for Supervisors

- 1) Applications Sent to Supervisors:** Based on the screening interviews conducted by the Program Coordinator, student cover letters and resumes will be forwarded to up to three sites that appear to be a good fit with the student. The Program Coordinator will notify students when their resumes/ cover letters are sent.
- 2) Site Interview:** Since hiring for a specific position is ultimately up to the community partner site, after receiving student application, site supervisors are responsible for conducting individual interviews with students. As the supervisor, it is your responsibility to contact the student directly and to schedule an interview.
 - If a student does not hear from a site within a week from the resume & cover letter being sent, she/he will notify the Program Coordinator immediately in order to be considered for alternative placements.
 - If a student is formally hired after a site interview, she/he and the site supervisor should notify the Program Coordinator immediately, in order for students to proceed with the necessary paperwork and training.
- 3) Paperwork & Training:** All hired students must complete a series of paperwork, to be submitted to the Office of Financial Aid at PC, in addition to attending a mandatory training with the Feinstein Institute.
 - Criminal Background Checks: For sites that require work-study students to complete a criminal background check (BCI), students are responsible for obtaining their BCI on their own (the Feinstein Institute is unable to submit BCIs for them). Students will then submit their BCIs directly to their work-study site (*not* to the Feinstein Institute).
- 4) Scheduling:** The site supervisor and student determine a work schedule. A student can begin working *after* she/he has submitted the necessary paperwork and attended the mandatory training with the Program Coordinator.
 - Unless otherwise noted, most positions run during the academic year (September-May), or during the summer (July-August).

Please note: it is also possible for a site to identify a student(s) through their own networks, and then refer that student to the Feinstein Institute. In this case, as long as a student is indeed eligible for federal work-study she/he does not need to attend a screening interview with the Program Coordinator, and can instead proceed to the training and paperwork stage of the hiring process.

Scheduling & Payroll Information

How many hours can a student work?

- A student's primary responsibility is their academic achievement, so they must not schedule work that conflicts with classes or scheduled exams.
- When classes are in session, a student is not permitted to work (on and off-campus) more than a **total of 20 hours per week**.
- When classes are officially not in session (winter and summer break), a student is not permitted to work (on and off-campus) more than a **total of 35 hours per week**.
- **It is required that a student takes an unpaid break as follows:**
 - One-half hour (0.5) after six consecutive hours of work.
 - One hour (1) after eight consecutive hours of work.
 - A student **cannot** be paid for lunch, sick time, and other time off.

Student Payroll:

- Students are paid on an hourly basis.
- Students are paid on a bi-weekly payroll schedule, with each pay period beginning on a Wednesday and ending on a Tuesday.
- Effective August 29, 2016, students are paid \$10.25 per hour.

Timesheets and Approval Process

Federal and Providence College regulations require that bi-weekly hours must be supported by a listing of clock hours worked for each Community Work-Study student. A student must check in and out with the site supervisor at the beginning and end of each work period to ensure that site supervisors know students' exact hours worked.

Time should be recorded in the following manner:

60 minutes: 1 hour

45 minutes: 0.75 hours

30 minutes: 0.50 hours

15 minutes: 0.25 hour

Supervisor/Student Process for Timesheets:

- 1) Students will receive an **individualized Google Timesheet** (through Google Sheets) that shows the pay period times, each on a separate tab, for the entire academic year. The Program Coordinator will invite each site supervisor to edit this Google Timesheet once a student begins working. *Only the student, site supervisor, and Program Coordinator will have editing privileges for each timesheet.*
- 2) On each timesheet due date (every other Tuesday), **students must notify their site supervisor** letting them know their Google timesheet is ready for approval.
- 3) **The supervisor must look over the timesheet.** She/he should:
 - Keep track of the hours students worked throughout the pay period, and compare it closely to Google timesheet that the student sends to you for approval.
 - Make sure students took the appropriate unpaid breaks (listed on Pg. 8 of this handbook) and does not work more than 20 hours/week (or 35 hours/week when classes are not in session).
 - If there is a discrepancy between the hours the student logs on the Google timesheet and the hours kept by the supervisor, the site supervisor should reach out to the student first and ask for clarification.
- 4) **To approve a timesheet, the site supervisor will use the "Comments" feature** on Google. Specific instructions can be found on each timesheet. The Program Coordinator will receive an automatic e-mail once the timesheet has been approved.

If a site supervisor does not approve timesheets by the deadline, the student's paycheck will be delayed.

Remember! When a site supervisor is going to be out of the office or unavailable to approve a time sheet, they should let the Program Coordinator and the student know ahead of time, and appoint a temporary approver.

Important Procedures:

Below are procedures that must be followed by both students and site supervisors. They include information on changing/leaving jobs, grievance procedures and termination. This is the same information given to the students during their training.

Changing or Leaving a Job

An employed student who intends to withdraw from the program, or who wishes to change jobs within the semester, must:

- FIRST, meet with the Program Coordinator to discuss options.
- SECOND, inform the site supervisor in writing. The student is expected to give notice of at least one week before leaving a position.
- FINALLY, inform the Program Coordinator in writing.

Note: In most cases, non-disciplinary reasons for withdrawal from the program will not jeopardize a student's chances of receiving a Community Work-Study placement in future years.

Transportation

Most CWS students take public transit or walk to their sites. Some students coordinate work shifts with others and travel together or drive personal vehicles.

While we ask you to communicate with the Program Coordinator about your need for transportation, unfortunately at this time, the Feinstein Institute cannot provide transportation. Your ideas and feedback is helpful!

Grievance Procedures

It is realistic to expect some conflict at any work site. It is important to maintain communication with the Program Coordinator if problems arise at your site and interfere with your work.

Steps:

- 1) An attempt should be made to informally resolve the disagreement between the student and the site supervisor.
- 2) If the problem cannot be resolved within the organization, the site supervisor should make an appointment with the Program Coordinator to discuss the problem and next steps.
- 3) The student and site supervisor will meet together with the Program Coordinator to discuss the problem come up with an agreed upon solution.
- 4) If the solution is not resolved, the student may be removed from the site and depending on the nature of the problem, the future of the partnership and/or the student's employment could be taken into consideration.

Termination

If a student is unreliable or does not perform assigned duties responsibly, it may be necessary to terminate the student's employment. In most cases, the following disciplinary guidelines are suggested in dealing with unsatisfactory performance.

- **Verbal Warning** – Site supervisors should speak with the student and give specific reasons for the dissatisfaction as well as suggest solutions for improving job performance. Site supervisors also should give the student a time frame for improvement.
- **Written Warning** – If the poor performance continues past the time established in the verbal warning, site supervisors should repeat the verbal warning and follow it with a written statement documenting the situation and a new time frame for improvement. The student should schedule a meeting with the Program Coordinator if he or she hasn't already.
- **Termination** – If the student's performance still does not improve within the specified time frame, the site supervisor can terminate the student's employment. Notice of dismissal should be in writing, addressed to the student, and a copy sent to the Program Coordinator.

Student Confidentiality

Work-Study administrators and site supervisors should not release information about students in the program without student's consent. On-site, site supervisors should go over site policies about releasing any identifying information about other staff members or clients as well as the expectations of privacy the students should expect.

Additional Resources:

- **CWS Weebly Page:**
 - <http://feinsteinpc-communityworkstudy.weebly.com/>
- **Feinstein Institute for Public Service Website:**
 - <http://www.providence.edu/feinstein>
- **Providence College Student Employment Procedures:**
 - <http://www.providence.edu/financial-aid/campus-employment/Pages/student-employment.aspx>
- **Federal Work Study Program:**
 - <http://www.ifap.ed.gov/fsahandbook/attachments/1415FSAHandbookVol6Ch2.pdf>