



Mission Health System Internship Availabilities

Below are the available **unpaid** internships that will be available for Fall 2018 (mid-August or later) with Mission Health System!

For a listing of **paid** internships that are currently available, please [click here!](#)

If you are interested in an internship opportunity within Mission Health that you do not see listed below, please contact Education.Services@msj.org with your request!

Internship	Contact
• Program Assistant – Parking and Shuttle Services	• Garrett.Male@msj.org
• Digital Media & Marketing Internship	• Heath.Nettles@msj.org
• Performance/Quality Improvement Intern	• Dawn.Burgard@msj.org
• Population Health Intern	• Katie.Bartholomew@msj.org
• Employee Communications Intern	• Samantha.Kappalman@msj.org

Program Assistant – Parking and Shuttle Services

Role Summary:

The Parking and Shuttle Services Assistant will provide a broad range of administrative and program support to the Manager of Parking and Shuttle Services. Duties will include:

1. Conducting research to determine best, and/or common place practices for parking and shuttle operations at hospital or healthcare facilities.
2. Coordinate marketing, outreach, and implementation for alternative transportation programs. The position entails planning and coordinating communications, including promotions, to inform employees and patients/visitors about parking, shuttle, or other transportation programs at Mission Hospital.]
3. Coordinate data entry for both the valet and shuttle parking programs; interpret data and make recommendations for program improvements.
4. Provide clerical support for the program, including timely distribution of information and materials, regularly updating programs databases and website, and monitoring program supply inventories.
5. Assist in the development and implementation of incentive programs, special events, and surveys.
6. Assist Manager of Parking and Shuttle Services with administrative duties and performs other related duties as required.

Intern Learning Objectives:

Intern will:

1. Learn to work within a team and to communicate effectively with colleagues and supervisors
2. Learn to develop a comprehensive marketing campaign across social media platforms
3. Be able to demonstrate knowledge of the organization by communicating with internal and external customers through various forms of communication, phone calls, email correspondence, interoffice communication during team meetings and written reports.

Skills, Knowledge, Abilities:

Must have strong computer skills including some knowledge of database management, word processing, and spreadsheet development. Must possess excellent customer service skills and the ability to work independently or as part of a team. Must be able to prioritize work and manage multiple tasks. Strong interpersonal, written, and oral communication skills required. Knowledge of commuter transportation and/or parking industry is highly desirable.

Required Education: None
Preferred Education: None
Preferred License: None
Preferred Experience: Some knowledge of commuter transportation and/or parking industry is highly desirable.
Preferred skills: See above.

If interested in this internship, please email Garrett Male, Manager of Parking and Shuttle Services at Garrett.Male@msj.org with your resume.

Digital Media & Marketing Internship

Role Summary:

The Digital Media and Marketing Intern is a valued member of the Marketing & Communications team at Mission Health. Working in tandem with the assigned department liaison, and in coordination with the digital media and marketing teams, primary responsibilities of this position include:

- **Social Media Management:** Utilizing a third-party tool, draft and schedule content for social media channels, monitor online conversations, and engage with stakeholders (patients/consumers and their families, caregivers and community).
- **Content Curation and Coordination:** Pitch content ideas, assist with interviews, and execute internal content approval process for the Mission Health blog and MyHealthyLife magazine. Assist web development team with content revisions and provider videos.
- **Facebook Live Production:** Draft Facebook Lives production materials, attend pre-production meetings, and support team onsite while filming.
- **Service Line Marketing Support:** Assist the Marketing Team with project management of respective initiatives, as well as oversee multidisciplinary projects as determined by the assigned department liaison.

Skills, Knowledge, Abilities:

Proven abilities in:

- Written and verbal communication
- Creative writing
- Effective time management
- Project execution and solution delivery
- Ability to work independently *and* in collaboration with departmental team members
- Self-motivated

Required Education: High School Diploma with progression toward two, four-year, and/or graduate degree.
Preferred Education: Pursuit of an undergraduate or graduate degree in communications, new media, information technology, graphic design, marketing or public relations, or creative writing.
Preferred License: N/A
Preferred Experience: Blogging, social media management, CMS experience, and writing for web, SEO, and editorial publications.
Preferred skills: Video Scripting, transcribing, project management, SEO, web design, blog management, and social media engagement.

If interested in this internship, please email heath.nettles@msj.org with your resume and examples of your written work.

Performance/Quality Improvement Intern

Educational Internship Role Summary:

The Performance/Quality Improvement Intern will work with Performance Improvement team members in a Healthcare setting to improve Patient Outcomes, Quality, Safety, and Experience. During this time, interns will be given the opportunity to learn and apply Performance improvement tools such as Lean, Six Sigma/Data Analytics, Direct Observations, Process Mapping, and Change Management. Interns will be given the opportunity to work on their own Improvement project, applying learned methodologies.

The Internship program provides individuals, typically current students, an opportunity to utilize the education, knowledge and experiences acquired during their undergraduate or graduate education in a healthcare setting. The fundamental purpose of an internship is to provide the student with practical learning experiences and an opportunity to enhance skills through active participations and involvement, direct exposure and engagement in a variety of functions. The student will work closely with department leadership and other PI staff members to prepare for a career in Healthcare, or Performance/Quality Improvement.

Skills, Knowledge, Abilities:

- Desire to work in a Healthcare setting
- Microsoft Excel, Word, Visio, PowerPoint
- Data Analytic and/or Statistical skills

Required Education: Currently and successfully working on a Bachelor's degree in Nursing, Business, Engineering, or Healthcare Administration, with at least 2 years of completed course work (Junior/Senior status)

Preferred Education: Currently and successfully working on a post graduate degree in Nursing, Business, Engineering, or Healthcare Administration

Preferred License: None

Preferred Experience: Healthcare related experience

Preferred skills: Exposure to Lean/Six Sigma methodologies and tools. Use of Minitab or other Statistical tools.

If interested in this internship, please email Dawn Burgard at dawn.burgard@msj.org with your resume.

Population Health Intern

Role Summary:

The Population Health Intern is responsible for supporting the Mission Health Partners (MHP) care coordination team to enhance the quality of care coordination, generate, evaluate, and respond to reports, assist with patient management and health education, and contribute to achieving MHP's goals.

Essential Accountabilities:

1. Implements and utilizes the MHP Care Coordination Process under the supervision of the MHP Care Coordination team.
2. Supports MHP Care Coordination team in managing the patient and coordinating community providers/services.
3. Assists with triaging patients to community resources, MHP clinical staff, primary care providers (PCP), specialists, and/or other healthcare services as appropriate to assure clinical needs are met.
4. Serves as an education and/or support resource and navigator for MHP providers, patients, family, staff, and learners
5. Facilitates communication to ensure quality and continuity of care.

6. May also accompany community paramedics to perform home visits for attributed patients.

Skills, Knowledge, Abilities:

Required Education: Current enrollment in any healthcare-related curriculum, including clinical, health coaching, public health, etc.

Preferred Education: Any

Required License: None

Preferred License: None

Preferred Certification: None

Required Experience: None

Preferred Experience: None

If interested in this internship, please email Katie.Bartholomew@msj.org with your resume and examples of your work.

Employee Communications Intern

Role Summary:

The Employee Communications Intern is a valued member of the Marketing & Communications team at Mission Health. With direction from Communications team members, this intern will report to the Senior Communications Consultant and participate in projects that further strategic communication goals. This may include concept development, copywriting and project management to assist with creation of deliverables and creative materials. The intern will have the opportunity to shadow and learn from team members with regard to client consultation, and will have primary responsibility for one or more independent projects that support strategic communication goals. The intern will become familiar with the organization's internal communication channels as a user, administrator and content contributor of the team's communication platforms and content management systems. This role's primary focus will be supporting internal/employee communications, and may also include opportunities to support marketing or external/consumer communications.

Skills, Knowledge, Abilities:

Excellent communications ability, including spoken and written communication; experience in interviewing, and in drafting and editing content; strong teamwork and listening skills; ability to seek assistance or ask questions when needed; experience with and/or understanding of AP style

Required Education: High school diploma with progression toward two-, four-year, and/or graduate degree

Preferred Education: Pursuit of an undergraduate or graduate degree in communications, public relations, creative writing or English.

Preferred License: N/A

Preferred Experience: Planning or coordinating marketing or communications campaigns or tactics; Writing for web, publications or media

Preferred skills: Journalism skills, written storytelling ability, highly organized, project management skills, WordPress or other CMS, Microsoft Office.

If interested in this internship, please email Samantha Kappalman, Senior Communications Consultant at samantha.kappalman@msj.org with your resume.