

My Internship
At Family Fund

Hello
everybody,
welcome to my
PowerPoint

My Name is Maria,
and I'm here to
talk to you about
my Internship at
Family Fund.



How did my Internship begin?

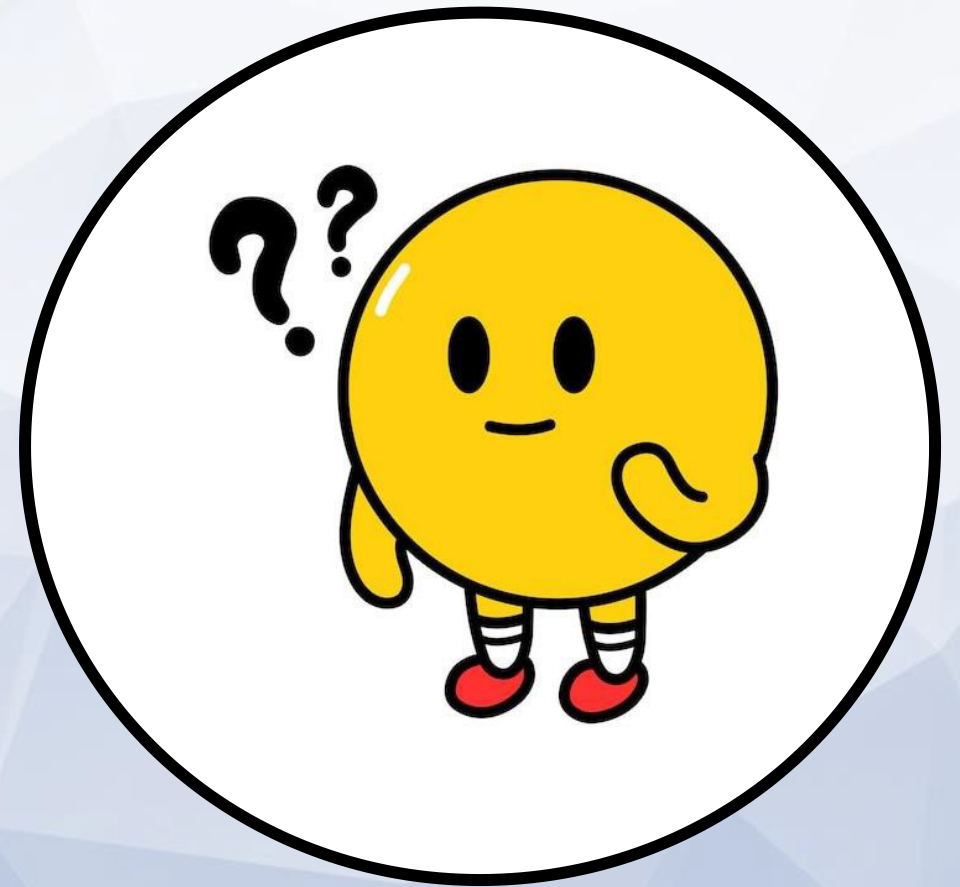
1. One day whilst I was at Blueberry Academy our tutors said we are having visitors to explain Internships and offer internships for anyone that would be interested in applying.

2. Some lovely people arrived and presented a PowerPoint about who they are and what job roles they did.

3. We could ask any questions and they said they would happily answer them.

4. For us that did apply, we filled in our application forms and signed them.

5. We prepared presentations, and it was about ourselves.



Internship day



What happened ?

- We went to Family Fund with our job coaches as a group.
- We were given a tour around the building.
- We got to meet the teams we would be helping.
- We were introduced to people who had volunteered to be our Buddy's.
- We were shown equipment, that we would be using.
- During the day we had our photos taken for our badges.
- We set up our laptops.
- We had our 1-hour lunch break.

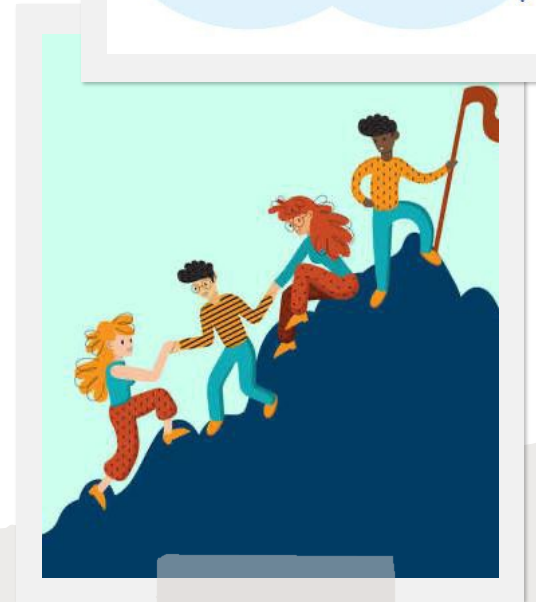
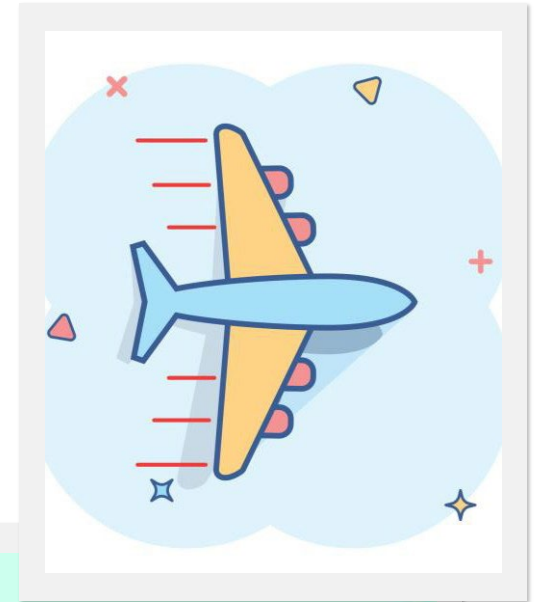


What is a Buddy?

A Buddy is someone who works at Family Fund and each supported intern is allocated their own Buddy who helps with day-to-day tasks.

How did my day start off

- My internship started on Monday and Fridays.
- I arrive at Family Fund before 10am.
- Next I would meet up with my Buddy, and they would explain to me what I would be doing for the day.
- At the start my Buddy explained how to start tasks off.
- When it's time for lunch at 12pm I get a one hour lunch break.
- When lunch finishes at 1pm. I would meet up with my Buddy again and we would go over the plan for the afternoon.
- Before 3pm me and my job coach would meet up with our buddy and we would go over what went well and what could help me better to understand.
- I would finish at 3pm.





What did I learn over the weeks

I learned how to do

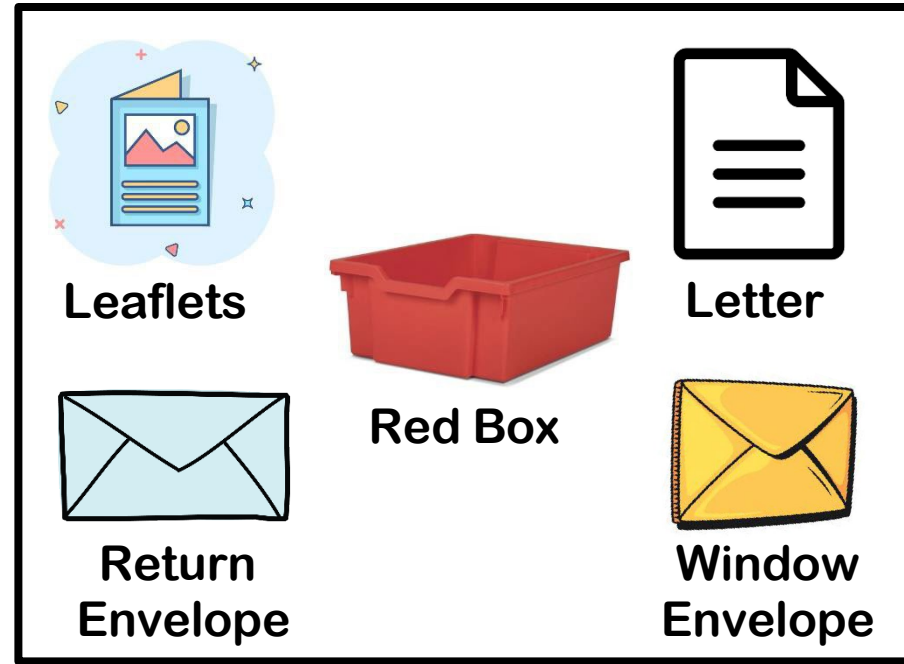
- Collating
- Post
- Data Entry
- Ethnic Monitoring Forms
- Scanning CDU's

It took me time to learn and understand how to do tasks and it's ok to ask for help from your Buddy or your job coach.

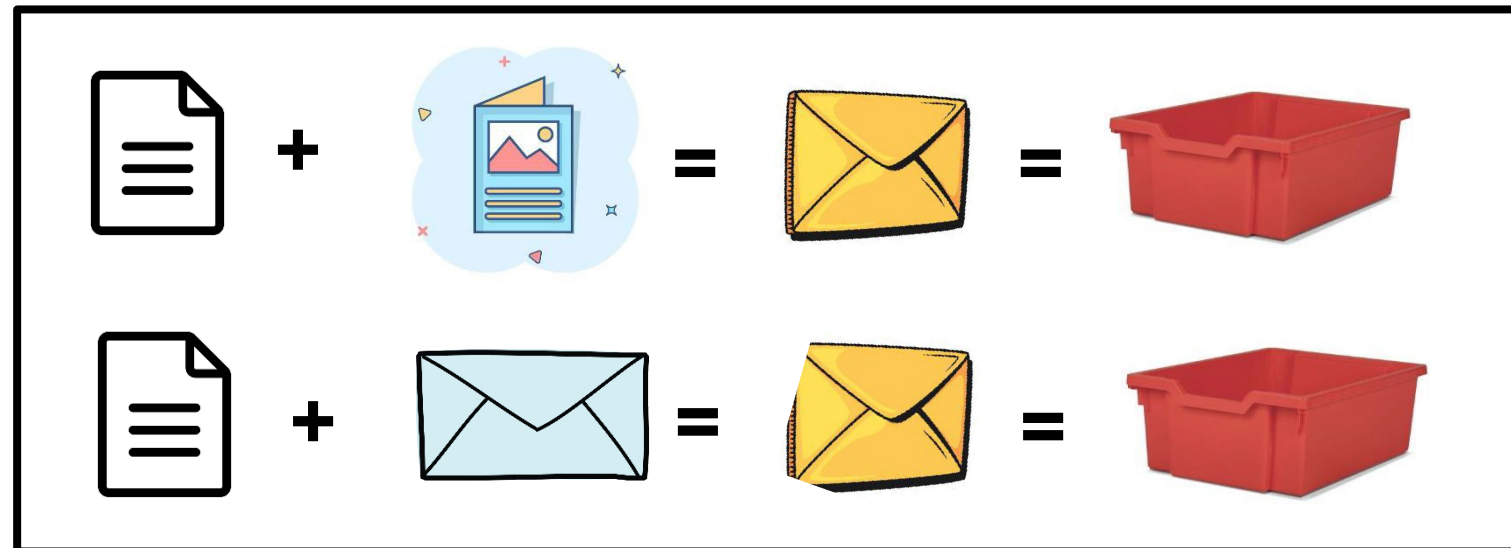
Collating

1. Collating is reading the information on the letter.
2. This helps you to find keywords.
3. I look for keywords in bold letters and find the words 'award method' and then look for the information leaflet to go with the letter.
4. I fold the letter and put it in an envelope with the leaflet and seal it.
5. I put the letters in the red box.

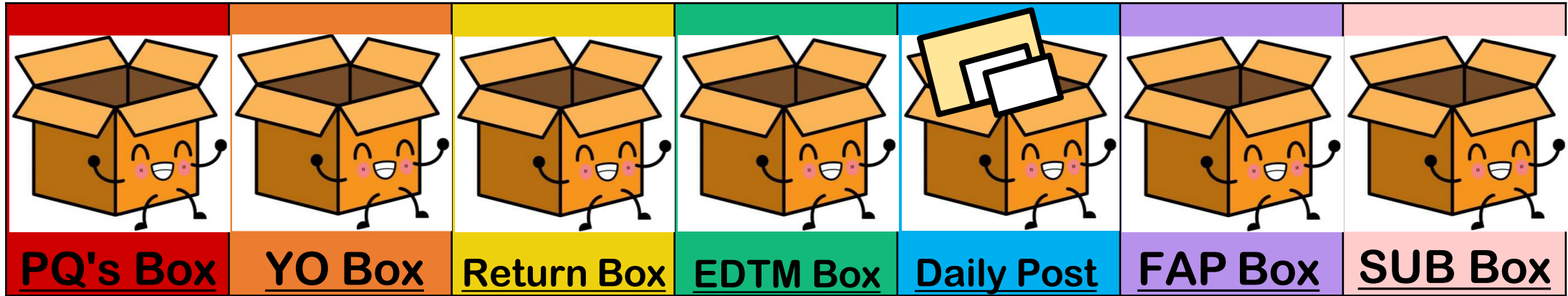
Key Information



Here are some examples of Collating



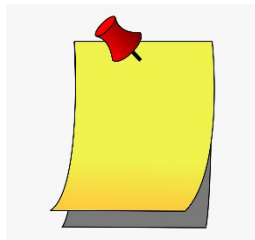
What I need to do Post



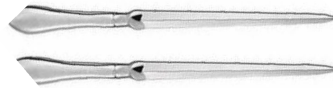
I take all these boxes from the grey cupboard, and I take them all to the table.



Pen



Post It Notes



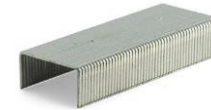
Envelope opener



Postcode Sheet



Stapler



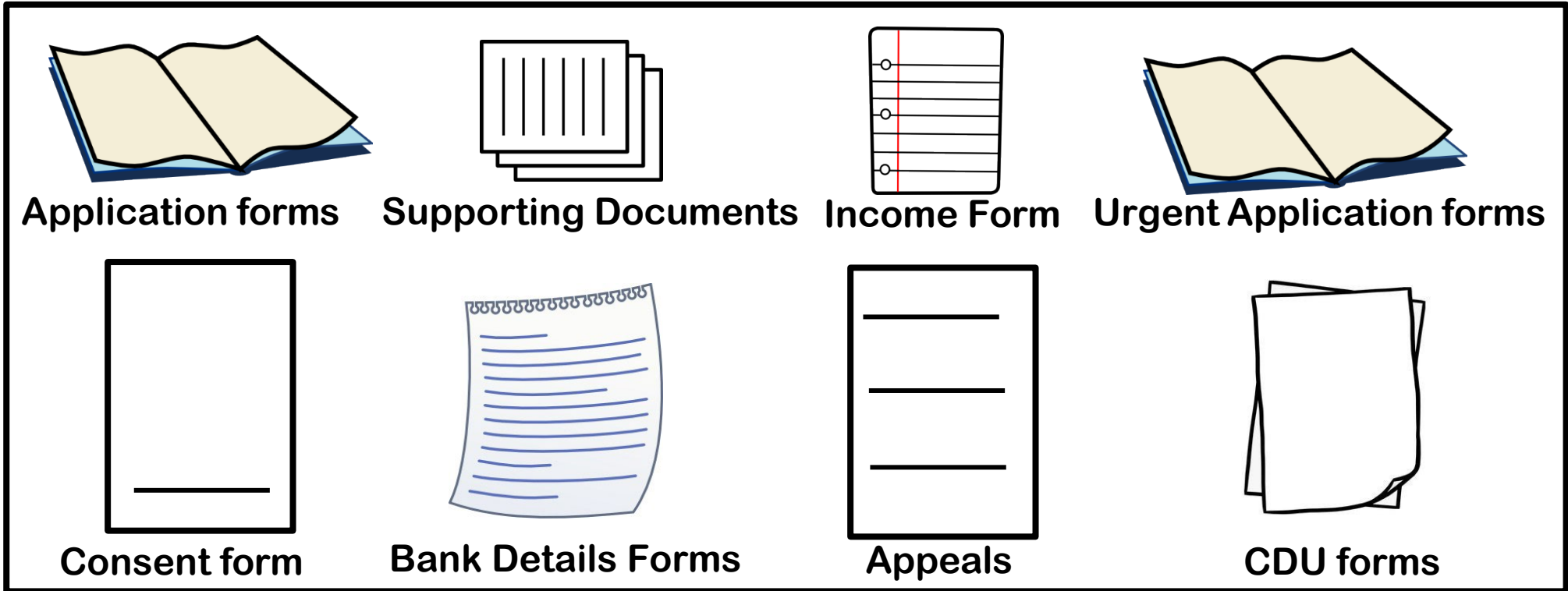
Staples



Stapler Extractor

Next I pick up the equipment I need its near where Collating lives.

What you can expect to see in letters arriving in the post



Urgent Applications go to GSS



Consent forms to into Incomplete Returns with the date stamped

How do I sort Post out

1. I go downstairs to Iain's Office and pick up the Box With Post and I take it to the main table.
2. I then go to the gray cupboard where the boxes are kept, and I will bring them to the table and line them up.
3. I then place letters into order of size.
4. After sorting them out I hold the letter and with my other hand I use an envelope opener to open the letter.

How I do FAP Application's

A FAP Application is a first-time application for families that apply to Family Fund for the first time.

I use the Postcode sheet and find the postcode that has been written e.g., if I wrote YO, it would be England. I Circle either E,S,W or N in the top right corner. I put pages 1-8 in order. If there's any supporting documents, I put them on top of page 7. I then staple it all together. I then put it in the FAP Box.

How I do SUB Application's

A SUB Application is when families that had applied to Family Fund before.

I write the case number in the top right corner just underneath where the E,S,W and N are.

The same process as last time, I use the postcode sheet. I circle either E, S, N or W at the top right corner.

I put pages 1-8 in order. I do the same process if there's any supporting documents, I put them on top of page 7. I then staple it all together. I then put it in the SUB Box.

How do I sort EDTM post?

I put returned EDTM post in the EDTM box and the EDTM team opens the post.

If appeals are opened as a normal envelope in post, I put them in the EDTM box with a Post It Note with the date it arrived.

How do I sort YO Post?

I place returned YO post in the YO post box and the YO team opens their post.

The same process as the SUB applications, I circle the postcode and write the number in the top corner.

I put everything in the same order with the supporting docs and staple it together and then I put it in the SUB box.

How do I open PQ's Post?

In PQ's box there's different wallets for each category.

A few examples: If I opened a CDU that arrived in window envelope, I would place it in CDU leaflet and then I put it in PQ's box.

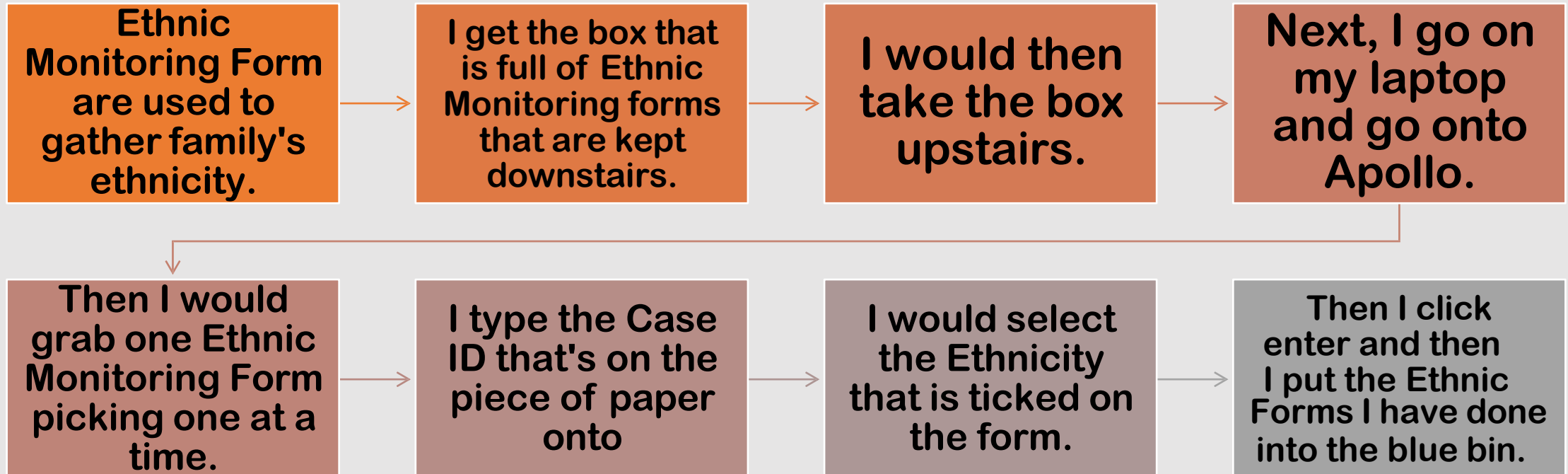
Another example if a filled in Bank-details arrives in post I will open it and put it in Bank Details leaflet then place it in PQ's box.

Data Entry



- Data Entry is inputting information from a paper application and placing it on Family Fund's system.
- Before I start, I check Main carer's name and the child's name and the address to make sure there's not a copy already on the system.
- I check they have a signature before inputting.
- I use my laptop and I go onto The Hub to input details from the Application Form onto the Hub system.
- At the very end I write the attaching supporting documents that have come with the application form.
- If it's a FAB application, The Hub gives you a 7-digit number and then I wrote the case number on the application form before putting it into the scanning box.
- If it's a SUB Application, I did the same thing, checking the main carer and child's name and their postcode that's on the application. But the only difference is the case number is already on the application form and the system. I need to input what is said on the application form with the supporting documents if there is any.

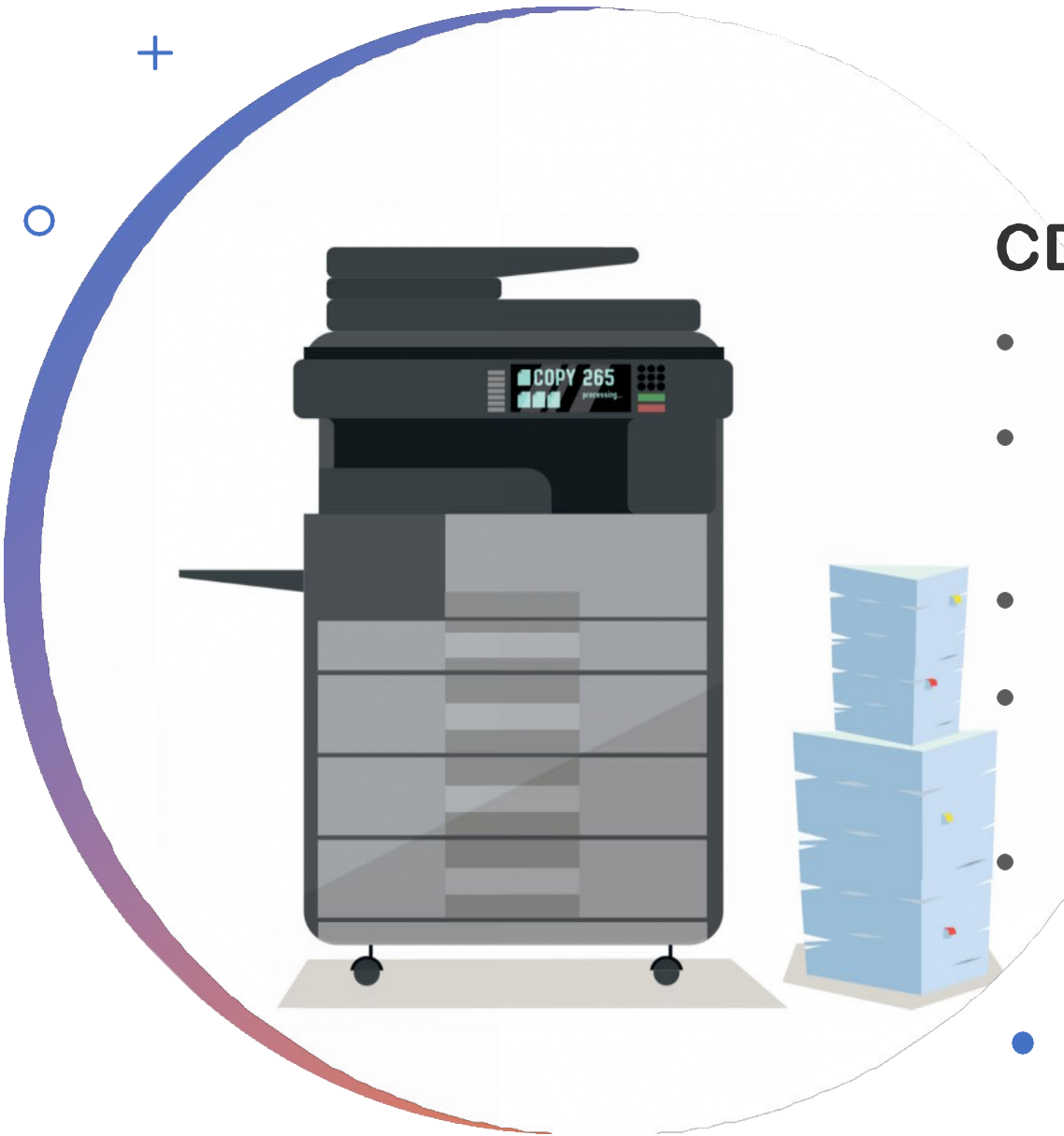
Ethnic Monitoring Forms



Scanning CDU's

CDU – Child Details Update form.

- I find the box that says CDU Forms.
- I take the pieces of paper to be scanned. I do this at the scanner.
- I click Scan to network.
- Then I click the location it gets sent to Grant Services Scanned.
- I type the case ID as the filename. I making sure I select the **Orgin** as 2-sided booklet I then click the start button.

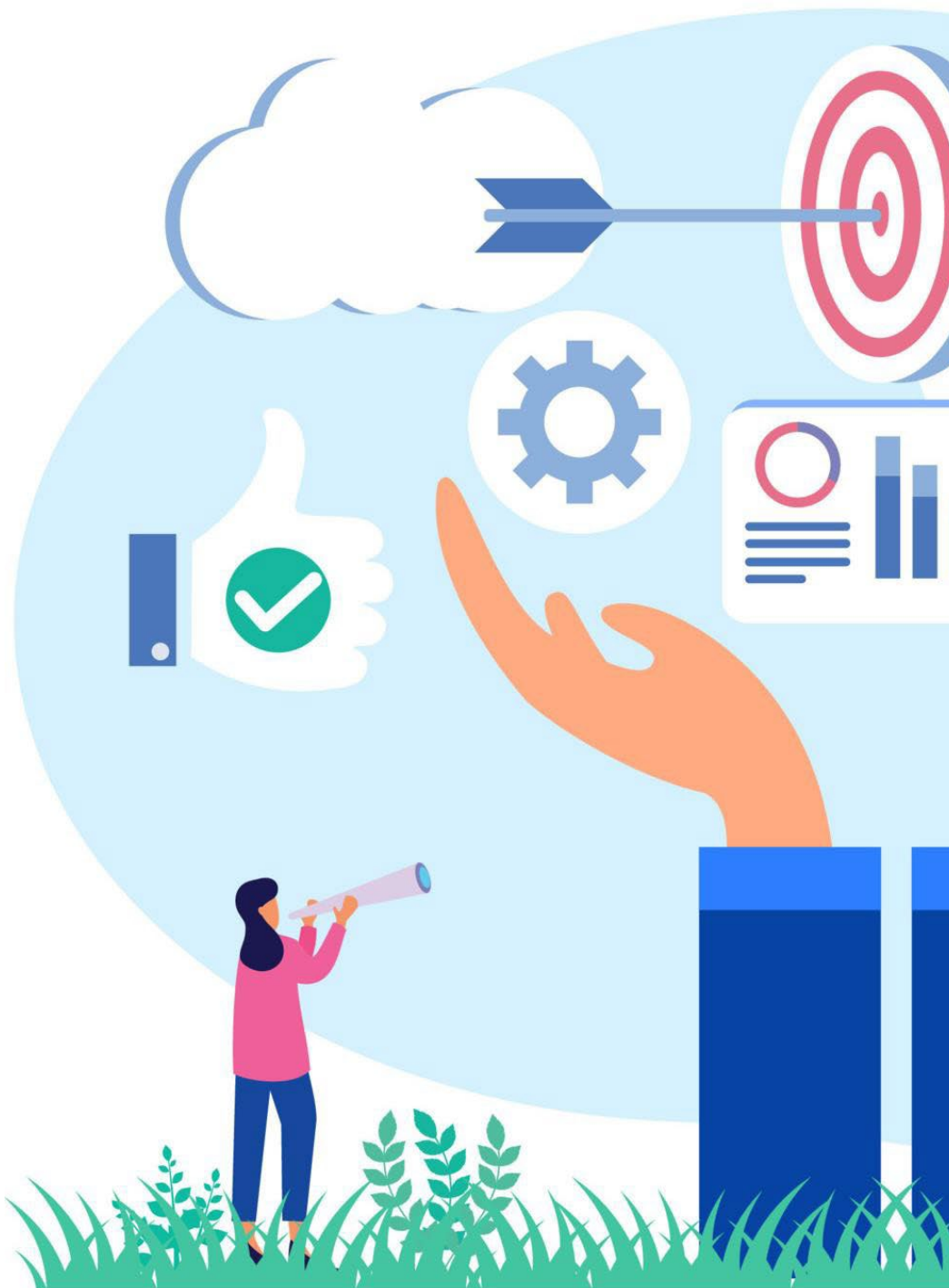


How did I get a job at Family Fund

I got a job at Family Fund because of my:-

- Motivation
- Hardworking approach
- Time-keeping
- Enthusiasm
- Helping
- Listening
- Following instructions
- Being polite and friendly





What has Family Fund done for me?

- Family fund has improved my confidence.
- It's helped me to socialize.
- Learn new skills.
- It's improved my mental health
- My organization skills are improving

Information I think you should know

- Be on time and arrive before 10:00 am.
- Don't forget your lanyard.
- Remember to take notes to help you understand better.
- Always ask for help if you are struggling.
- If you have any ideas you can suggest them.
- Remember to enjoy your time at family fund.

