

Mercy Communications Internship Policy & Protocol

Objective

Led by the senior social media manager (Jonathan King), the Mercy Communications Internship Program is designed to provide you with valuable educational and professional experience, whether you're a current student, recent graduate or new to the field. Our focus is on providing you real-world, hands-on exposure to the key elements of a dynamic communications strategy, including social media, media and public relations, internal communications and more. Working in tandem with a positive and supportive team, you'll create work that's seen by hundreds of thousands of people, all while enriching your education and preparing you for success in your professional future.

Eligibility

- Area of professional focus must be communications, public relations, journalism, technical writing, marketing or related field.
- Demonstrates strong writing, research and communication skills.
- Strong leadership and interpersonal skills required, as well as the ability to work independently or as part of a larger team.
- Familiar with social media platforms and digital communication tools, and able to use them effectively.
- Strong oral and written communication capabilities.

Structure

- Paid internships can be offered on a full-time or part-time basis, depending on the needs of the communications team and the availability of the intern.
- Internships are a hybrid role, with virtual and on-site opportunities.
- The primary location for on-site work will be Mercy Hospital Oklahoma City, 4300 W Memorial Rd, Oklahoma City, OK 73120
- Duration of the internship typically spans 3 to 6 months, with flexibility to extend if needed, with consideration of any educational requirements.
- Official internship duties must only be conducted between 9 a.m. and 5 p.m., Monday through Friday, unless otherwise noted.
- Minimum weekly commitment of 4 hours (for required team meetings and 1:1s with direct leader).

Duties

Intern's primary focus will be determined during onboarding, with opportunities to collaborate across these teams as needed.

- Social Media – Assist in creating original content such as videos, photos, articles, campaigns and contests, in addition to assisting with posts, analyzing engagement data, helping create reports and more.

- Media Relations – Assist in drafting news releases, managing media relationships, attending on-site media interviews and completing various media-focused duties.
- Internal Communications – Support the research, creation and contribution of content that may be used in news digests, newsletters, internal announcements and intranet platforms.

Responsibilities

- Must maintain consistent and reliable communication with Mercy's senior social media manager via email, instant messaging and/or video chat, for regular feedback and guidance.
- Must attend weekly virtual meetings to ensure integration and support from the respective Mercy team.
- If intern is unable to use personal devices (i.e. smart phone), access to necessary technology and digital tools will be provided to ensure productivity and collaboration.
- Intern may be reimbursed for additional items needed, such as a wireless microphone and tripod, at the discretion of direct leader.

Supervision and Evaluation

- Performance reviews will be conducted mid-term and at the end of the internship to discuss accomplishments, challenges and areas for improvement.
- Interns are expected to conduct themselves in a manner that is respectful of, and fully in alignment with, Mercy's mission and values. [Read more here.](#)
- Mercy reserves the right to cancel an internship if agreed-upon duties and responsibilities are not fulfilled, deadlines are repeatedly missed or intern breaks Mercy's code of conduct (which will be provided during the interview process).

Compensation and Credits

- Intern is responsible for tracking hours worked, which will be compensated based on a rate agreed upon prior to the internship.
- Intern must submit detailed invoices bi-weekly or monthly via email to APSharedServices@mercy.net; it may take up to 30 days to receive remuneration.
- Travel and meal reimbursements may be provided for on-site visits.

Application Process

- Applicants are required to submit a resume, cover letter, two writing samples and two social media examples (i.e. video, campaign, etc.).
- Selected candidates will be invited for a series of interviews, which can be conducted virtually or in-person. The primary interview will be led exclusively by the senior social media manager, followed by second team of representatives for social media, media relations and internal communications if candidate advances.
- If seeking college credit, applicant must provide contact information for the respective department to confirm and collaborate.
- Once selected, intern must immediately review Mercy's onboarding documents, relevant policies and Mercy-wide protocols.

Compliance with Laws

- The internship program complies with all applicable federal, state and local laws and regulations, including labor and employment laws.

This policy ensures a structured yet flexible internship program that benefits both the interns and Mercy, fostering an environment of learning and professional growth. The number of available internships awarded may vary depending on budget, current team needs and quality of applicants.