

Dept	Description	Setting
Support Services and Contract Management	<p>This Support Services internship offers an opportunity to gain hands-on experience in contract management, leadership development, project coordination, and vendor relations, while working directly under the System Director of Support Services. Ideal for students in healthcare administration, business, or related field, this internship is designed to build core professional skills in operational leadership and project execution across a large, multi site organization. By the end of this internship, you will gain the following:</p> <ul style="list-style-type: none"> • Hands-on experience in healthcare system operations and project management. • Exposure to executive-level decision-making and planning. • Development of essential leadership, communication, and organizational skills. • Networking opportunities across departments and vendor partners. <p>Skills/Opportunities:</p> <ul style="list-style-type: none"> • Interest in operations, leadership, and strategic planning. • Proficient with Microsoft Office Suite (Word, Excel, PowerPoint). • Self-motivated with the ability to work independently and collaboratively 	onsite
Outpatient Administration	<p>Brooks Rehabilitation's Outpatient Administration Team is looking for an intern to assist in the administration department. The intern will have the opportunity to work with the VP, regional directors, department managers and operational leadership on various system and division projects. The intern will be supporting the division by working on high level divisional projects, attending management and leadership meetings, shadowing other departments of interest, and assisting in new projects. Throughout the internship, the student will work with numerous departments such as the Outpatient Business Office and Patient Access Center, IT, Finance, and Project Management. The student will have the opportunity to learn about the outpatient division, its role in patient recovery, and the complexity of operations.</p> <p>Desired Skills:</p> <ul style="list-style-type: none"> • Strong in Excel and PowerPoint • Attention to detail • Self-motivated • Ability to prioritize and organize multiple projects 	hybrid

Pediatric Recreation Program	<p>The Brooks Pediatric Recreation Program provides youth with disabilities meaningful and accessible recreation opportunities that offer social connection, family empowerment, and community integration to enhance quality of life. We serve youth birth – 17 y/o with any physical, developmental, cognitive, social, and/or sensory impairment/disability. We offer both sport and recreation programs year round through weekly classes, monthly activities, family-friendly special events. Some of our weekly classes include aquatics, dance, cooking, music, and golf. Monthly special events include bowling, horseback riding, fishing, kayaking, golfing, art, and an annual holiday workshop. Sports include the Brooks Bull Sharks Jr. Wheelchair Basketball team and the Brooks Icebreakers sled hockey team. All equipment is provided FREE for participants and families. Our calendar of activities, classes, and events revolves around a child & family's schedule. We offer programming during daytime, evening, and weekend hours.</p>	hybrid
Brooks Assisted Living Activity Department	<p>We are an assisted living /memory care community, we provide our residents assistance with all activities of daily living. Our capacity is 84 residents.</p> <p>We would need an intern to assist the Activity Director with entertaining our residents with things such as bingo, outings, etc.</p>	onsite
UC and BC SNF Rehabilitation Department	<p>We attend a variety of IDT clinical meetings. An Intern would assist with managing short term and long term rehab units, payroll, staffing of therapy department, root cause analysis completion, manage bundle payment program, weekly patient progress meetings, management of therapy team members including mentoring, performance review and track and trend quality measures specific to the rehab department.</p>	
Business Development & Planning	<p>The Business Development and Planning (BD&P) team is responsible to find opportunities to grow and provide long-term value for Brooks Rehabilitation and our patients. We support the executive team establishing new tactics with data</p>	onsite, hybrid or remote

	<p>analysis, the evaluation of market trends and dynamics and de-novo projects.</p> <p>As an intern, you will be able to learn how to analyze quantitative and qualitative data using advance software such as ESRI (GIS) or SAS, create pitch presentations aligned with the audience, to execute meetings and the management of new projects. The BD&P team holds a really unique position at Brooks Rehabilitation, you will have the exposure to work really close with the c-suite, operators and different corporate departments at Brooks Rehabilitation. If you want to become a healthcare administrator, or have a deep understanding of healthcare strategy, planning and growth, this is the team you are looking for!</p>	
<p>Finance</p>	<p>Finance is a support department that provides services to the entire Brooks system. We are made up of four groups: Payroll, Accounts Payable, Accounting, and Finance Operations. At least at first this intern would focus their time with the Finance Operations team. This team works closely with all divisional leadership to collaborate on operational and financial decisions. We conduct monthly close meetings with operators to report their financial performance. Depending on the time of year we may be forecasting, budgeting, working on proformas, preparing for board meetings, etc. It's a very exciting side of finance.</p>	<p>onsite (with potential for some remote)</p>
<p>Bartram Hospital - Operations</p>	<ul style="list-style-type: none"> - Demonstrate understanding of and complete audits on quality metrics - Attend operations meetings including but not limited to daily leadership operations, weekly hospital operations, bi-weekly financial operations - Complete duties associated with strategic initiatives for quality and/or key performance indicators - Prepare presentation(s), present on regulatory or compliance findings or quality metrics <p>We anticipate our interns performing audits within the medical record that lie within the scope of a nonclinical intern.</p>	

Pediatric Operations	The role lands in 3 divisions: inpatient, outpatient, and community benefits. The role would be both in clinical operations and program development. Includes components of team development, staffing, marketing/referral development, community collaboration, and philanthropy among other roles. The two programs this work contributes to is our pediatric day program and our inpatient pediatric program. We are located at the main hospital at University campus.	onsite; hybrid (up to 25% remote)
Outpatient Support Services	<p>The intern would be able to gain knowledge and experience in various areas of the revenue cycle. The Revenue cycle consists of the following departments:</p> <ol style="list-style-type: none"> 1. Front Desk- Patient Registration 2. Insurance Verification/Scheduling/Authorizations 3. Medical Records 4. Business Office 5. Management and communication between the departments <p>They will have an opportunity to shadow these individual departments to gain knowledge of the business operations. The main focus will be administration of behind the scenes work to include data entry, data comparisons, Key performance metrics, computer applications, education to staff. The intern will be instructed on a single project that they will focus on during their internship with expected outcomes and deadlines. I will seek the interns ideas and recommendations on the provided project. We are looking for interns with strong computer knowledge with emphasis on Excel that can collect and report data.</p> <p>I am also very open to explore what the Intern wants to learn and gain exposure to and add that to a detailed curriculum at the start date.</p>	
Volunteer Services	Looking for an intern to assist with recruitment initiatives, data entry, implementation of a new kiosk login system at five locations, and projects related to our grant.	onsite or hybrid
Adaptive Sports & Recreation	We are a community-based health promotion program that facilitates participation in sports and recreation activities that support lifelong health in mind, body and spirit. Our program serves individuals of all ages and abilities living with physical,	hybrid

	<p>cognitive and /or visual disability. Interns can offer instrumental support for the planning and onsite management of our daily events under the direction of our Program Specialists or they can help with data collection/management and other administrative office-based responsibilities.</p>	
<p>Bartram & University IRF Therapy Department</p>	<p>The intern would work with the therapy departments at both Bartram and University IRFs.</p> <p>An intern would assist with many projects focusing on the improvement of our programmatic offerings at the inpatient rehab hospitals. These projects result from identification of gaps in excellent care. The non clinical intern will get to learn quite a bit about the healthcare system as well as project management.</p>	
<p>Admissions</p>	<p>The Brooks Rehabilitation Admissions department is responsible for overseeing all matters related to bringing patients to the three Inpatient Facilities as well as the two Skilled Nursing Facilities. The team counts on well-knowledgeable Clinical Liaisons, who are strategically placed in Acute Hospitals in Florida, Georgia, and Alabama, Admissions Coordinators and Representatives, and a Management team led by Dr. Kerry Maher. The department's goal is to provide access to rehabilitation care and expand this access to as many patients as possible.</p> <p>The Admissions Intern will have the opportunity to help with projects on process improvement, data collection, insurance trends analysis, and innovation. The intern will also closely support the coordinator team with insurance follow-ups and data tracking.</p> <p>Desired skills:</p> <ul style="list-style-type: none"> - Attention to detail - Communication and presentation skills - Ability to work independently - Problem-solving - Basic excel skills (formatting, data recording, charts and graphs & basic formulas)" 	<p>onsite</p>

Health Information Management	<p>HIM, Medical Billing and Coding, Release of Information, Medical record compliance and document deficiencies. Software application projects. Specific project the intern would work on: Destruction and purge project for Brooks Health system.</p> <p>Release of information</p>	onsite
Institute of Higher Learning	<p>The Brooks Institute of Higher Learning (IHL) is a world class organization on the cutting edge of evidence-informed practice and professional development for rehabilitation professionals. Our goal is to provide world-class educational opportunities to the local and regional healthcare community. The Brooks IHL expands the reach of our clinical and professional programs by offering continuing education, clinical student internships, as well as Residency and Fellowship programs for the greater healthcare community. The IHL intern will have the opportunity to assist with various projects across multiple facets of the department. This allows the intern to gain a wide range of exposure in skills in an administrative role.</p> <ul style="list-style-type: none"> • Assist with the execution of educational offerings <ul style="list-style-type: none"> o Learn project/event planning skills o Interact with financial dashboards, communicate with customers, and assist with accurate record keeping of attendees. • Assist with the development of marketing materials and email campaigns, in accordance with the company's brand standards • Support and audit current educational offerings and processes <ul style="list-style-type: none"> o Provide suggestions for efficiency and process improvement • Participate in faculty meetings, gaining insight into curriculum design, mentoring, and administrative responsibilities. <ul style="list-style-type: none"> o Assist with the administrative support of our accredited residency and fellowship programs • Participate in department meetings and interact with other departments within Brooks (Finance, HR, Compliance, Marketing). Also communicate with stakeholders from the universities and colleges that we affiliate with. • Opportunity to observe departments of your choosing to expand your understanding of healthcare administration. 	hybrid
Community Engagement		

Marketing	<p>As PR/Communication and marketing professionals, we are responsible for providing oversight and management for most customer-facing assets of an organization. The Brooks Rehabilitation communications/marketing intern position will give you a strong understanding of digital brand management, marketing technology, communication platforms and content creation.</p> <p>As an intern, you will have the opportunity to assist in the upkeep and management of the organization's four website properties, develop engaging and branded email communications, utilize marketing and communication software platforms, as well as support online brand management and more.</p> <p>Interns can expect to work in areas of:</p> <ul style="list-style-type: none"> • Online reputation management • Patient journey mapping • Assist in content creation: web pages, news posts, newsletters and marketing email campaigns • Assist in the development of print collateral and procurement • Data cleansing • Assisting in data reporting • Software tools for email marketing, customer relationship management (CRM), surveys, project management and brand reputation management <p>Skills Required</p> <ul style="list-style-type: none"> • Solid foundation in AP Style • Attention to detail • Some experience with Microsoft Office • Ability to carry out tasks independently • Some experience with digital marketing platforms, such as Survey Monkey, Canva, Adobe Creative, Mailchimp, etc. • Professionalism and flexibility 	on-site
IT Service Desk	<p>The IT Service Desk Intern will support the delivery of front-line technical assistance to end users across the organization. The individual in this role will gain hands-on experience in IT service management by assisting with troubleshooting, documenting issues, escalating support tickets, and providing exceptional customer service. The intern will work with hardware, software, and user accounts across a healthcare enterprise environment. Ongoing mentorship and exposure to enterprise IT operations will be provided to support</p>	on-site

	<p>the intern's professional growth.</p> <ul style="list-style-type: none"> • Assist users with technical issues related to hardware, software, printing, and network connectivity • Document support tickets and resolutions in the ITSM system • Escalate complex issues to Tier 2/3 support as appropriate • Support account creation, password resets, and access requests under supervision • Monitor system alerts and assist with basic triage • Participate in IT team meetings and gain exposure to service delivery processes • Learn and apply ITIL-based practices in a real-world healthcare setting • Receive regular coaching and feedback from IT team members and leadership 	
<p>Emergency Management, Safety, and Security</p>	<p>This internship is designed for individuals interested in public safety, healthcare operations, and emergency preparedness. Interns will work closely with the Director of Emergency Management, Safety, and Security to support a wide range of critical functions that ensure the protection of patients, staff, and facilities across all Brooks locations in Florida.</p> <ul style="list-style-type: none"> • Assist in maintaining compliance documentation, risk assessments, and readiness protocols. • Develop essential skills for responding to various emergency scenarios, including natural disasters, facility threats, and safety incidents. • Participate in training sessions and drills aimed at improving response strategies and system-wide coordination. • Gain exposure to emergency management processes across the full continuum of care, including Inpatient, Outpatient, and Home Health services. • Understand the unique challenges and response strategies required for each care setting within the Brooks network across Florida. <p>Skills/Opportunities:</p> <ul style="list-style-type: none"> • Interest in safety, healthcare security, and emergency preparedness. • Excellent organizational and communication skills. • Ability to work collaboratively and manage sensitive information with discretion. • Familiarity with Microsoft Office Suite; knowledge of incident command systems (ICS). 	<p>on-site</p>

<p>Supply Management</p>	<p>This internship provides a comprehensive, hands-on learning experience across four key areas of the supply chain: operations, procurement, analytics, and contracting/vendor management. Interns will work closely with the Supply Chain Manager and team to understand inventory processes, engage in workflow modernization projects, and support system-wide supply chain initiatives across multiple care settings. You will learn to contribute to ongoing workflow modernization and system improvement initiatives and support varying scales of project planning, implementation, and reporting to gain project management experience.</p> <ul style="list-style-type: none"> • Operations: Support daily logistics and materials handling processes. • Procurement: Assist in purchasing workflows, vendor coordination, and order tracking. • Analytics: Participate in data collection and analysis to support inventory optimization and decision-making. • Contracting/Vendor Management: Learn how contracts are negotiated, reviewed, and managed within the healthcare supply chain. <p>Skills/Opportunities:</p> <ul style="list-style-type: none"> • Strong analytical, organizational, and communication skills. • Self-starter with the ability to work independently and collaboratively. • Exposure to the full healthcare supply chain lifecycle within a multi-site system. • Involvement in workflow improvement and change initiatives. • Foundational project management skills and real-world problem-solving experience. 	<p>on-site</p>
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