

Administrative Procedure 442 – Appendix 442-1

QUALITY PRACTICE STANDARD FOR SUPPORT STAFF

Background

This Administrative Procedure sets out four Quality Practice Standards for the evaluation of all support staff. The standards are: Job Knowledge, Organization and Personal Management, Teamwork and Professional Attributes.

It is acknowledged that the duties and responsibilities for support staff will vary depending upon the position, school and/or department. Specific responsibilities are to be embodied in a job description and incorporated with the evaluation process.

Procedures

1. Quality Practice Standard: Job Knowledge

A support staff employee demonstrates highly relevant job knowledge and experience in their area of responsibility and displays the desire to master one's job.

- 1.1 The employee demonstrates knowledge in his or her area of responsibility. The employee:
 - 1.1.1 Thinks critically and acts logically to evaluate work situations, solve problems and make decisions;
 - 1.1.2 Uses technology, instruments, tools and information systems effectively;
 - 1.1.3 Accesses and applies specialized knowledge from various relevant sources; and
 - 1.1.4 Contributes to the decision making process when applicable.
- 1.2 The employee displays the desire to master one's job. The employee:
 - 1.2.1 Participates in professional development activities, when applicable;
 - 1.2.2 Develops, implements and completes an annual Professional Growth Plan;
 - 1.2.3 Learns new skills and applies them effectively; and
 - 1.2.4 Is involved in professional development and has a commitment to career-long learning.

2. Quality Practice Standard: Organization and Personal Management

A support staff employee demonstrates a combination of skills, attitudes and behaviours in providing effective and efficient service to clients in a safe environment.

- 2.1 The employee demonstrates organizational and planning skills. The employee:
 - 2.1.1 Plans and manages time, money and other resources to maximize the quality of completed projects/jobs;
 - 2.1.2 Demonstrates initiative and persistence toward the accomplishment of projects/tasks;
 - 2.1.3 Fulfills duties and responsibilities in a manner that is precise, accurate, and of excellent quality;
 - 2.1.4 Meets deadlines;
 - 2.1.5 Demonstrates flexibility within a changing work environment;
 - 2.1.6 Is punctual; and
 - 2.1.7 Is accountable to all education stakeholders for actions taken.
- 2.2 The employee demonstrates commitment to client service. The employee:
 - 2.2.1 Demonstrates a client service orientation;
 - 2.2.2 Deals with clients in a professional manner; and
 - 2.2.3 Identifies and suggest ways to improve service.
- 2.3 The employee demonstrates commitment to creating a safe workplace. The employee:
 - 2.3.1 Maintains required standards of safety;
 - 2.3.2 Knows and follows safety rules and procedures;
 - 2.3.3 Takes safety into consideration when making decisions;
 - 2.3.4 Regularly audits work procedures and habits;
 - 2.3.5 Knows the correct operation procedures of safety equipment applicable to one's role;
 - 2.3.6 Keeps work areas clean and orderly; and
 - 2.3.7 Reports unsafe acts or conditions.

3. Quality Practice Standard: Teamwork

A support staff employee works collaboratively to achieve the best results for the organization.

- 3.1 The employee facilitates effective communication and team skills. The employee:
 - 3.1.1 Understands and contributes to Division goals;
 - 3.1.2 Plans and makes decisions with others and supports the outcomes;
 - 3.1.3 Shares relevant information to contribute to the smooth operation of the organization;
 - 3.1.4 Respects the thoughts and opinions of other team members;
 - 3.1.5 Responds positively to Supervisor's directions; and
 - 3.1.6 Reports to the Supervisor on the progress of projects.
- 3.2 The employee demonstrates the ability to build mutually supportive relationships with co-workers. The employee:
 - 3.2.1 Listens to others;
 - 3.2.2 Shows concern for others;
 - 3.2.3 Cooperates and responds to team needs; and
 - 3.2.4 Recognizes and respects other people's diversity and individual differences and does not allow these differences to interfere with the team environment.

4. Quality Practice Standard: Professional Attributes

A support staff employee demonstrates professionalism by representing the Division in a supportive and positive manner.

- 4.1 The employee promotes success of all students and staff:
 - 4.1.1 Acts in an ethical manner with integrity and fairness;
 - 4.1.2 Is flexible and adaptable;
 - 4.1.3 Has a positive attitude; and
 - 4.1.4 Respects confidentiality.
- 4.2 The employee show commitment and loyalty to the Division:
 - 4.2.1 Abides by the policies of the Board;
 - 4.2.2 Follows Division administrative procedures;

- 4.2.3 Adheres to the Board's Story, Values, Motto and Foundational Statements;
- 4.2.4 Values and respects each member of the education community;
- 4.2.5 Promotes and maintains positive community relations;
- 4.2.6 Is an advocate of the Division; and
- 4.2.7 Is an active participant in the development, implementation and evaluation of the Division's three year education plan.