

**EXPECTATIONS OF STAFF**

1. **Professionalism**
2. Maintain professionalism in a fun atmosphere. We are mentors and youth developers, not friends.
3. Attendance and Punctuality: Arrive to work on time & have groups at the appropriate places on time
4. Create boundaries between yourself and kids – STUDENTS SHOULD NEVER BE CONTACTED OR HAVE INTERACTION WITH STAFF VIA SOCIAL MEDIA (FB, INSTAGRAM, SNAPCHAT, YOUTUBE, ETC). Personal cell number should not be given to students for any reason. Calls must be made via the office or work cell. (See DYCD policy.)
5. Treat colleagues with respect and maintain open lines of communication with co-workers and supervisor(s). This means using professional, youth appropriate language while at work, and maintaining interactions with other staff professional.
6. University Settlement prohibits intentional and unintentional harassment of any individual by another person on the basis of age, race, color, religion, creed, national origin, disability, veteran or military status, pregnancy, sexual orientation, gender identity or expression, marital or partnership status, alienage or citizenship status, genetic predisposition or carrier status, being a victim of domestic violence, stalking or sex offenses, or any other status protected by federal, state and local law, regulation or ordinance.
7. University Settlement also prohibits harassment of any employee by any supervisor or employee on the basis of sex or gender.
8. Never arrive to or be at work under the influence of drugs or alcohol
9. **Program** **Documentation**
10. Rosters and Attendance Sheets: Do them daily and turn in to supervisor. Ensure **all** students are signing in and that parents are signing out or if a child can self-dismiss that they are signing themselves out. If using a blank sign-in sheet, ensure that students are writing their first and last names clearly
11. Lesson Plans and Club Activities: Submit these as per deadline and as per expectations. Ensure that you have prepared all materials for lessons and are ready to facilitate.
12. Confidentiality: Employees are expected to keep confidential or proprietary information about University Settlement and its clients in strict confidence, and should not discuss such information with anyone outside University Settlement. Any employees found to be violating this policy will be subject to disciplinary action, up to and including termination.
13. **Proper Supervision**
14. Make sure Group Management, Group Dynamics and Transitions are up to par. Group Agreements are done at the beginning of each season and are clearly posted.
15. Always make sure participants are supervised and that you are in proper ratio. Youth must always be in line of sight! Notify supervisor if you or your partner need to step away from the group so that he/she can send support to ensure you are in proper ratio.
16. When managing difficult behaviors, ensure you are ascribing to the principles of positive youth development and social/emotional wellbeing of the participants. STUDENTS SHOULD NEVER BE HUMILIATED, DEMEANED IN FRONT OF PEERS AND THERE IS NO YELLING OR CORPORAL PUNISHMENT.
17. **Behavior/Incident Reports**
18. Behavior issues and incidents should be brought to the attention of the supervisor immediately.
19. Depending on your site-specific policy, either the site supervisor or group leader should complete the incident report or documentation process immediately and parent/guardian should be notified as well. Communicate all incidents to your supervisor as per protocol.

* When writing the incident report, make clear statements. Specifically describe action and incident taken. Use facts (not feelings) and be sure to include the following: When it happened; Where it happened; What happened; and Actions taken. Incident reports are legal documents, and therefore, should be well written and concise.
* If a group leader is the person writing the incident report, the report must be given to the supervisor for approval.

1. **Communication**
2. If you anticipate or experience any changes to your schedule, you must contact your supervisor immediately—if at all possible, at least 24 hour notice should be given if you need to be absent from work, and as much prior notice as possible should be given if you will be late.
3. Inform your supervisor of issues that may affect youth, the program, the team culture, etc. This includes comments shared by other youth or observations you have made. Nothing is too small and if you are unsure communicate it.
4. Mandated Reporting: Tell supervisor immediately if you suspect any instance of abuse or neglect (bruise, emotional distress, etc.)
5. Should you have a conflict or frustration with another staff member, youth or family member that you cannot work through, immediately seek the support of your supervisor. It is never acceptable to openly share frustrations in front of youth or families, or to engage in conflict with youth, staff or families. Communication with participants, staff and families should always be respectful.

## 3.2 EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, University Settlement expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

* Theft or inappropriate removal or possession of agency property.
* Falsification of timekeeping records or any other agency records.
* Working under the influence of alcohol or illegal drugs.
* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace or while operating employer-owned vehicles or equipment.
* Fighting or threatening violence in the workplace.
* Negligence or improper conduct leading to damage of employer-owned or client-owned property.
* Violation of safety or health rules, including procedures related to CoVid safety.
* Smoking in prohibited areas.
* Sexual or other unlawful or unwelcome harassment in violation of University Settlement policies.
* Unprofessional personal involvement, including sexual involvement, with clients at any place or time; offering or accepting housing or money from or to clients or supervisees; disclosing client or staff (including one's own) phone numbers or addresses to clients; or other non-therapeutic social involvement with clients outside of the service provision context or without a specific clinical purpose, such as dating.
* Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace.
* Excessive absenteeism, tardiness or any absence without notice.
* Unauthorized absence from workstation during the workday.
* Unauthorized use of telephones, mail system, or other employer-owned equipment.
* Failure to maintain the confidentiality of University Settlement or client information in violation of University Settlement policies.
* Violation of personnel policies.
* Unsatisfactory performance or conduct.

Rubric of Expectations

**EXCEEDS EXPECTATIONS**:

* Proactive and anticipates issues with youth or program and outlines solution. Asks how s/he can be helpful in furthering program goals
* Meets deadlines for submitting lesson plans and other documentation
* Consistently meets standards for professionalism
* Maintains effective attendance and is punctual
* Gives ideas and suggestions to enhance program or activities
* Effectively communicates with supervisor, youth and staff
* Motivated and enthusiastic, and takes initiative in order to improve experience for youth in program
* Effectively maintains boundaries with youth and other staff
* Effectively implements SEL and youth development practices, and adheres to policies and protocols

**MEETS EXPECTATIONS**:

* Meets deadlines for submitting lesson plans and other documentation
* Consistently meets standards for professionalism
* Maintains effective attendance and is punctual
* Effectively communicates with supervisor, youth and staff
* Motivated and enthusiastic, and takes initiative in order to improve experience for youth in program
* Effectively maintains boundaries with youth and other staff
* Consistently implements SEL and youth development practices, and adheres to policies and protocols

**BELOW EXPECTATIONS:**

* Inconsistently meets deadlines for submitting lesson plans and other documentation
* Inconsistently meets standards for professionalism
* Inconsistently maintains effective attendance and is punctual
* Ineffectively communicates with supervisor, youth and staff
* Ineffectively maintains boundaries with youth and other staff
* Inconsistently implements SEL and youth development practices, and adheres to policies and protocols

**Program directors are here to support, guide and coach staff. In addition to informal check-ins, supervisors will be conducting formal observations throughout the year and will be conducting at least 2 formal evaluations – one in January and one in June. If at any time a staff member’s performance is below expectations, the following will happen:**

1. Supervisor will request a meeting with staff member to address the issue and will provide coaching to devise an action plan to improve. Staff will be given a specific timeframe to improve. Depending on the issue, a verbal warning may be given at this time.
2. If improvement in work performance is not seen within the timeframe given, a verbal warning will be issued. The supervisor will meet with staff member to review the action plan and strategize how the staff can be supported to achieve their goals. Should the staff member already have a verbal warning, s/he will receive a written warning.
3. If performance has not improved, staff will receive a written warning, which could result in possible termination (depending on the severity of the issue). If further coaching is given, and work performance still does not improve, this will result in a final written warning and termination.
4. Please note that some infractions will result in immediate termination, including but not limited to:
5. Arriving to work under the influence of alcohol or any other substance
6. Violating the Social Media Policy – posting videos of participants on Social Media or interacting with participants on social media
7. Using corporal punishment
8. Any type of workplace violence or threatening behavior
9. Violation of the Non-harrasment and Sexual Harassment Policy
10. Inappropriate boundaries with participants
11. Violation of Safety Rule and Negligence resulting in danger to youth

**\*\*\*By signing this, I have read and understood the expectations listed above.**

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**Employee’s Name (PRINTED) Employee’s Signature Date Signed**

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**Supervisor’s Name (Printed) Supervisor’s Signature Date Signed**