

 <p>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</p>	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 1/09	Page: 1 of 2	Number: 1.1
	Reviewed by/Reviewed Date: CSA Exec Team 2/09	Replaces:	Category: Employee Conduct/Expectations
Title: Agency Expectations of All CSA Employees		Approved: 2/23/09	

Policy

 Procedure

 Guideline

Purpose

To provide CSA employees with our Agency expectations and priorities, enabling them to offer our customers the best quality services.

Definition

To better understand and recognize agency priorities and expectations.

Work Performance

1. Employees should recognize priorities and integrate these into the work schedules established by their supervisors.
2. The employee should be able to accept that the nature of this job may require dealing with emergency situations and should be flexible in adapting his schedule to meet emergencies when they arise.
3. Materials, documents, and information used by the employee should be organized so they can be located in the employee's absence.
4. Written communications and materials should be clear, accurate, concise and pertinent, and clearly report work or services being rendered.
5. Employees working with customers must have a sound knowledge of law, regulation and procedures for the program in which he works.
6. The employees should be able to make routine decisions appropriate to his experience.
7. All employees must maintain control of the activities implicit in their job.
8. Satisfactory control is evidenced by the ability to meet any required schedule for the completion of routine work. Unsatisfactory control is indicated by the presence of a backlog of unresolved problems or uncompleted routing work.

Work Habits

1. Work habits should be generally consistent with fellow workers in the same job.
2. Employees should conform to department rules relative to promptness, breaks, lunch hours, time off request, reporting of illness, and other requirements.
3. In conjunction with this, the employee should keep his supervisor well informed on the progress of his work and have his material prepared and organized for regular supervisory conferences.

4. The employee should utilize official manuals, written procedures, and reference documents such as dictionaries, community resource handbooks, directories, official periodicals, trade publications, and other related material.

Personal Characteristics

1. Employees should be aware of job responsibilities within department and recognize the responsibilities of other employees in relation to his job.
2. Employees must be considerate and courteous with fellow employees.
3. Employees must have self awareness and the ability to recognize and control their attitude and prejudices toward the customers, the department, and the community.
4. When acting as an agency representative in community contact, employees should be able to convey information in a positive manner.
5. Personal habits relative to employment should reflect a mature attitude.
6. An employee should be well groomed and dress should be appropriate to the person and position.